

## DXBM 2003

### -----2003 DXBM's-----

01 03 03 \*\*\*\*\* MONDAY'S SSI CHANGES ALERTS \*\*\*\*\*

DUE TO THE IMPLEMENTATION OF SSI INCOME AUTO-UPDATE ON THE WEEKEND OF JAN. 3RD, WORKERS CAN EXPECT TO SEE AN ABUNDANCE OF THE "319" ALERTS ON MONDAY JAN. 6TH INDICATING THAT SSI INCOME AMOUNTS WERE AUTO-UPDATED ON SCREENS AFUI AND AFDU. MOST OF THESE ALERTS WILL BE AUTO-DELETED AT ADVERSE ACTION IN JANUARY. RUNNING SFED/SFEX FOR THE CASES AND CONFIRMING BENEFITS WILL ALSO DELETE THE ALERTS. SEE OPS MEMO 02-70 FOR MORE INFORMATION.

01 04 03 \*\*\*\*\* REMOVAL OF WAA SERVICE CATEGORY \*\*\*\*\*

EFFECTIVE, MONDAY JANUARY 6, THE WAA SERVICE CATEGORY FIELD HAS BEEN REMOVED FROM SCREENS CRWA AND WPWA. IT HAS ALSO BEEN REMOVED AS A SEARCH FIELD ON WPFN. WAA POLICY NO LONGER REQUIRES THE COLLECTION OF THIS INFORMATION FOR TRACKING AND REPORTING PURPOSES, THUS IT HAS BEEN REMOVED FROM THESE SCREENS.

01 04 03 \*\*\*\*\* WTW PROGRAM TYPE CHANGES \*\*\*\*\*

EFFECTIVE, MONDAY, JANUARY 6, BASED ON CHANGES IN WTW POLICY, THREE WTW PROGRAM TYPES HAVE BEEN REMOVED FROM REFERENCE TABLE TWTW AND ONE NEW PROGRAM TYPE HAS BEEN ADDED. THE FOLLOWING THREE CODES HAVE BEEN REMOVED: CM - COMPETITIVE; FW - FAITH WORKS GOVERNOR'S PROJECT; AND SE - SOUTH EAST ASIAN GOVERNOR'S PROJECT. THE FOLLOWING WAS ADDED: MJ - MILWAUKEE JOBS INITIATIVE.

01 04 03 \*\*\*\*\* RACE/ETHNICITY SCREEN CHANGES \*\*\*\*\*

CHANGES FOR IDENTIFYING THE RACIAL AND ETHNIC BACKGROUNDS OF PARTICIPANTS WENT INTO EFFECT JAN 5TH. REFER TO OPERATIONS MEMO 02-74 FOR DETAILS ON THE POLICY AND SCREEN CHANGES. DEFINITIONS FOR THE NEW CODES ARE IN THE OPERATIONS MEMO AS WELL.

THIS IS A FEDERALLY MANDATED CHANGE THAT ALLOWS AN ETHNIC AND MULTIPLE RACIAL BACKGROUNDS TO BE IDENTIFIED FOR PARTICIPANTS. THE PREVIOUSLY IDENTIFIED RACIAL BACKGROUNDS FOR PARTICIPANTS ALREADY KNOWN TO CARES WERE RETAINED AND TRANSFERRED TO THE NEW FIELDS. WHEN PARTICIPANTS COME IN FOR THEIR NEXT REVIEW OR TO REAPPLY, ADDITIONAL CODES CAN BE ADDED TO THEIR ETHNIC/RACIAL PROFILES, IF APPROPRIATE. THE OLD RACE CODE WAS REMOVED FROM A NUMBER OF SCREENS IN CLIENT REGISTRATION, APPLICATION ENTRY AND THE WORK PROGRAMS SUBSYSTEMS. AN ETHNICITY FIELD REPLACED THE OLD RACE FIELD ON CRIR AND ANID. A NEW RACE SCREEN, CRRE, WAS ADDED IN CLIENT REGISTRATION, AND A SIMILAR SCREEN, AIRE, WAS ADDED IN APPLICATION ENTRY. THE NEW CODES WILL APPEAR ON WPWC AND WPFN IN WORK PROGRAMS.

01 08 03 \*\*\*\*\* BIWEEKLY FOOD STAMP PROSPECTIVE \*\*\*\*\*

\*\*\*\*\* BUDGETING PAYMENT ACCURACY TIP \*\*\*\*\*

PER OPS MEMO 01-18, PG. 2, QUESTION 3: IF THE 1<sup>ST</sup> MONTH IS A PARTIAL MONTH'S INCOME, YOU CAN USE ACTUAL IF IT IS VERIFIED. YOU MUST USE ACTUAL WHEN A FULL MONTH'S INCOME WILL NOT BE RECEIVED DUE TO A JOB, OR OTHER SOURCE OF INCOME, STARTING OR ENDING. IF THE APPLICATION IS TAKEN MID MONTH, AND ALL OF THE INCOME HAS NOT BEEN RECEIVED FOR THAT MONTH, YOU WOULD USE THE ACTUAL INCOME RECEIVED AND ESTIMATE INCOME FOR THE REMAINDER OF THE MONTH.

01 09 03 \*\*\*\*\* DX DISPOSITIONS \*\*\*\*\*

UPDATES WERE RECENTLY MADE IN CARES TO SOME DISPOSITION STATUSES ON DX CROSSMATCHES THAT WERE INACCESSIBLE TO THE WORKER. FOR WORKERS WHO REQUESTED UPDATES DURING THE PAST FEW MONTHS (AUG-DEC), THE DISPOSITION STATUS UPDATES ON SOME MATCHES WERE RECENTLY MADE. THE DISPOSITIONS SHOULD NOW SHOW THE COMPLETED STATUS YOU REQUESTED.

01 09 03 \*\*\*\*\* UCB PROBLEM \*\*\*\*\*

THERE WAS A PROBLEM IN THE UNEMPLOYMENT COMPENSATION MATCH ON 1/7/03. IN ORDER TO RERUN THE JOB, DISPOSITIONS AND RELATED UCB DETAILS THAT WERE CREATED IN THIS RUN NEED TO BE DELETED, AND THIS WAS DONE ON 1/8/03 EXCEPT FOR COMPLETED DISPOSITIONS. THE MATCH PROCESS WILL BE RERUN TONIGHT.

01 09 03 \*\*\*\*\* UNITED HEALTH/PRIMECARE \*\*\*\*\*

ON JANUARY 6TH, EDS IDENTIFIED THAT PRIMECARE INCORRECTLY INCLUDED MEDICAID HMO RECIPIENTS ON THEIR TAPE. THIS INFORMATION WILL APPEAR IN CARES ON 01-07-03 AND MAY CREATE ALERT 289. ALL OF THE 289 ALERTS GENERATED ON 01/07/03 CAN BE IGNORED AND DELETED. EDS IS WORKING WITH UNITED HEALTH/PRIMECARE TO DELETE THESE POLICIES FROM EDS AND CARES PRIOR TO ADVERSE ACTION SO BADGERCARE ELIGIBILITY ISN'T AFFECTED.

01 10 03 \*\*\*\*\* CARES GUIDE RELEASE 02-02 NOW AVAILABLE ONLINE\*\*\*\*\*

CARES GUIDE RELEASE 02-02 IS NOW AVAILABLE ONLINE. IT CAN BE VIEWED AT:

THE PARTNER LOCATION IS (EXTRANET):

[HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF)

THE STAFF LOCATION IS (INTRANET):

[HTTP://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF)

THE FOLLOWING DOCUMENTS HAVE BEEN ADDED OR REVISED:

TABLE OF CONTENTS, UPDATES

SECTION 1 - CHAPTERS 05, 05A, 05B, AND 14,

SECTION 1 - APPENDIXES 02, 04, 05A, 08, 10, AND 11

SECTION 2 - CHAPTERS 02, 03, AND 09

SECTION 4 - REFERENCE TABLE TRTL, ABBREVIATIONS & ACRONYMS, GLOSSARY, AND INDEX.

01 13 03 \*\*\*\* SSI UPDATE PROBLEM \*\*\*\*

IN THE JANUARY 4 SSI UPDATE PROCESS, THERE WAS A PROBLEM WITH THE UPDATE FOR GRANDFATHERED STATE SSI ONLY CASES WHERE THE TRANSACTION CODE ON DXSX WAS '07', AND AFUI SHOWED THE INCOME AS SI RATHER THAN SISS. SSI SWITCHES FOR THESE INDIVIDUALS WERE SET TO 'N' ON ANBR, BUT AFUI DID NOT CHANGE. THE CORRECT STATE ELIGIBILITY AMOUNT WAS DISPLAYED ON DXSX. A FIX WAS RUN ON 1/11/03 ON THOSE CASES. ANBR WAS UPDATED TO Y, INCOME ENTERED ON SI WAS CHANGED TO "0" AND THE CORRECT STATE SSI AND/OR SSI-E PAYMENTS WERE UPDATED ON AFUI AS SISS/SISE.

01 15 03 \*\*\*\* BIWEEKLY FS PAYMENT ACCURACY TIP \*\*\*\*

VERIFICATION OF THE IDENTITY OF THE PRIMARY PERSON IS REQUIRED AT APPLICATION. THIS IS THE ONLY VERIFICATION MANDATORY FOR ELIGIBLE HOUSEHOLDS TO RECEIVE EXPEDITED BENEFITS. SEE 21.01.05 <../APPENDIX/21 00 00/21 01 05.HTML>. IDENTITY MAY BE VERIFIED WITH A PHOTO ID, HOWEVER OTHER SOURCES ARE ACCEPTABLE. SEE ALSO THE INS TRAVEL AND IDENTITY DOCUMENTS <('HTTP://WWW.DWD.STATE.WI.US/DWS/ONSPI/PDF/TRAVEL AND IDENTITY DOCS.PDF')>PAMPHLET FOR NON-CITIZEN DOCUMENTATION. SEE ALSO CHART 2 OF THE ALIEN ELIGIBILITY SECTION OF APPENDIX 25.01.00 <../APPENDIX/25 00 00/25 01 00.HTML>.

01 16 03 \*\*\*\* CARES AVAILABILITY JAN 19TH AND 25TH \*\*\*\*

DUE TO MORE TIME NEEDED IN THE ADVERSE ACTION CYCLE TO PROCESS ADDITIONAL CASES GENERATED BY THE ONE-TIME SSI AUTO UPDATE PROCESS, CARES WILL NOT BE AVAILABLE ON SATURDAY JANUARY 19TH UNTIL 9:00 AM.

ADDITIONALLY, CARES WILL NOT BE AVAILABLE AT ALL THE FOLLOWING SATURDAY, JANUARY 25TH. THIS IS DUE TO THE IMPLEMENTATION OF CARES CHANGES FOR THE FAMILY PLANNING WAIVER PROJECT.

01 16 03 \*\*\*\* JANUARY ELIGIBILITY FOR MAPP CASES \*\*\*\*

THE MAPP STANDARD OF LIVING WAS CHANGED TO \$655.00 EFFECTIVE JAN 1, 2003. THIS CHANGE WAS NOT MADE IN CARES UNTIL YESTERDAY. FOR ANY MAPP ELIGIBILITY DETERMINATION RUN FOR JAN 03 THAT MAY HAVE ADVERSELY AFFECTED THE CLIENT, PLEASE DO A RE-DETERMINATION IN CARES. THE NEW DETERMINATION SHOULD BE CORRECT. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED YOU.

01 17 03 \*\*\*\* CHILD CARE PAYMENTS DELAYED \*\*\*\*

DUE TO THE MARTIN LUTHER KING, JR. HOLIDAY ON MONDAY, JANUARY 20, 2003, CHILD CARE PAYMENTS WILL BE DELAYED BY ONE DAY. CHECKS WILL BE MAILED ON TUESDAY, JANUARY 21, 2003 AND ELECTRONIC FUNDS TRANSFER PAYMENTS WILL BE DEPOSITED ON WEDNESDAY, JANUARY 22, 2003.

01 22 03 \*\*\*\* BIWEEKLY FS PROSPECTIVE BUDGETING \*\*\*\*

\*\*\*\* PAYMENT ACCURACY TIP \*\*\*\*

PER OPS MEMO 01-01, PG. 2, FOR FLUCTUATING INCOME, USE INCOME RECEIVED DURING THE LAST 30 DAYS AS AN INDICATOR OF THE INCOME THAT IS AND WILL BE AVAILABLE TO THE HOUSEHOLD DURING THE CERTIFICATION PERIOD UNLESS THAT INCOME DOES NOT ACCURATELY INDICATE CHANGES IN INCOME THAT HAVE OCCURRED OR ARE ANTICIPATED TO OCCUR. THIS MEANS THAT MORE THAN ONE PAYSTUB WILL NEED TO BE COLLECTED.

01 22 03 \*\*\*\* ES/W-2 SPECIALISTS DAY DELAYED \*\*\*\*

PER WSSA: ES/W-2 SPECIALISTS DAY HAS BEEN POSTPONED TO MONDAY, FEBRUARY 24, 2003. EACH AGENCY WILL RECEIVE A COPY OF THE PROCLAMATION IN EARLY FEBRUARY.

01 22 03 \*\*\*\* WINTER EDITION OF FOOD STAMP NEWSLETTER \*\*\*\*

THE WINTER EDITION OF THE FOOD STAMP NEWSLETTER IS NOW AVAILABLE. GO TO

[HTTP://WWW.DHFS.STATE.WI.US/FOODSTAMPS/NEWS/PDF/FSNEWS](http://www.dhfs.state.wi.us/foodstamps/news/pdf/fsnews)

WINTER 2003.PDF TO SEE UPDATES ON TRAINING, ERROR RATES, THE UPCOMING FOOD STAMP CONFERENCE, AND MORE.

01 24 03 \*\*\*\* 11TH ANNUAL ANEW CONFERENCE \*\*\*\*

A NEW SITE HAS BEEN SELECTED FOR THE ANEW 11TH ANNUAL SPRING TRAINING CONFERENCE. OUR CONFERENCE WILL BE HELD APRIL 2ND AT STONEY CREEK INN IN MOSINEE. THE HOURS WILL BE 8AM-4:30PM. 6 HOURS OF PROFESSIONAL DEVELOPMENT CREDITS WILL BE GIVEN FOR ATTENDING THE ALL DAY CONFERENCE. ECM CREDITS ARE PENDING AT THIS TIME FOR SOME TOPICS. TOPICS INCLUDE: FAIR HEARING PREPARATION, INTERNET RESOURCES FOR IM/W2 AND LEARNING STYLE PREFERENCES. CONFIRMED SPEAKERS INCLUDE PAT IRWIN (CCDET), NANCY GAGNON (OAH) AND MARK SCHMITT (DWS). WATCH FOR THE BROCHURES IN THE MAIL! THERE WILL ALSO BE A PROGRAM PANEL DISCUSSION WITH REPRESENTATIVES FROM MEDICAID, FS, CC AND W-2 TO DISCUSS ISSUES OF INTEREST AND ANSWER QUESTIONS. REGISTRATIONS WILL BE ACCEPTED THROUGH MARCH 21ST. MAIL REGISTRATIONS TO ELAINE PETERSON 1015 S SEVERN AVE. MARSHFIELD WI 54449. CALL ELAINE AT 715-387-6374 OR EMAIL EPETERSON@CO.WOOD.WI.US OR CARES MAIL XWO005 WITH QUESTIONS REGARDING REGISTRATIONS. CALL JILL JOHNSON AT 920-675-4638 WITH QUESTIONS REGARDING PROGRAM CONTENT.

01 25 03 \*\*\* W-2 CLOCK EXTENSIONS FIXES EFFECTIVE 01/25/2003 \*\*\*

PREVIOUSLY, CLOCKS HAVE BEEN ALLOWED TO TICK IN ERROR EVEN WHEN THE EXTENSION END MONTH WAS PAST. NOW THE APPROPRIATE CLOCKS WILL BE RESET BY CARES AT THE END OF THE EXTENSION END MONTH. NOTE THAT WHEN THE CLOCKS ARE RESET, OPEN W-2 EPISODES WILL ALSO BE ENDED ON ACWI AS APPROPRIATE.

'DE' DELETES OF EXTENSIONS WILL ONLY BE ACCEPTED DURING THE EXTENSION PERIOD. WHEN DELETED, THE EXTENSION END MONTH WILL BE SET TO THE CURRENT MONTH AND THE APPROPRIATE CLOCKS WILL BE RESET TO ALLOW CLOCK TICKS FOR THAT MONTH ONLY. ONCE AN EXTENSION PERIOD HAS BEGUN, A SUBSEQUENT EXTENSION MAY ONLY BE ENTERED AFTER THE EXTENSION PERIOD HAS ENDED. ('AE' DELETES OF EXTENSIONS ARE STILL USED BEFORE AN EXTENSION PERIOD HAS BEGUN.)

CLOCK EXTENSION HISTORY NOW DISPLAYS CORRECTLY ON AIWE.

01 28 03 \*\*\*\* W-2 MANUAL NOW ON-LINE \*\*\*\*

THE W-2 MANUAL IS NOW AVAILABLE ON-LINE AT [HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/W-2\\_MANUAL/FIRST\\_PAGE.HTM](http://www.dwd.state.wi.us/dws/manuals/w-2_manual/first_page.htm) THIS VERSION IS THE MOST RECENT W-2 MANUAL RELEASE 02-02, WHICH WAS RELEASED IN OCTOBER 2002. FUTURE RELEASES WILL BE DONE ON-LINE AND ANNOUNCED VIA DXBM.

01 28 03 \*\*\*\* JOB ANNOUNCEMENT \*\*\*\*

NOW HIRING - PROGRAM IMPROVEMENT CONSULTANT (PIC) - THIS IS A FULL-TIME POSITION WITH BENEFITS AND WILL BE LOCATED IN THE MADISON CENTRAL OFFICE. THIS POSITION IS RESPONSIBLE FOR WORKING DIRECTLY WITH THE FOOD STAMP POLICY AND PLANNING SECTION ON FOOD STAMP ERROR REDUCTION INITIATIVES. THE PIC POSITION IS A COLLABORATIVE EFFORT BETWEEN UW OSHKOSH, CENTER FOR CAREER DEVELOPMENT (CCDET) AND THE FOOD STAMP POLICY AND PLANNING SECTION WITH UW OSHKOSH AS THE EMPLOYER. TO OBTAIN A COPY OF THE JOB ANNOUNCEMENT, SEND E-MAIL TO JASTRJA@DWD.STATE.WI.US OR CALL (414) 329-3651. DEADLINE IS FEBRUARY 14, 2003.

01 29 03 \*\*\*\* BIWEEKLY FS PAYMENT ACCURACY TIP \*\*\*\*

IT IS VERY IMPORTANT TO GET VERIFICATION OF STUDENT ENROLLMENT FOR EMPLOYED CHILDREN UNDER AGE 18. IF A STUDENT IS NOT ENROLLED IN AN ELEMENTARY, HIGH SCHOOL, TECHNICAL SCHOOL, OR UNIVERSITY, INCLUDING GED CLASSES, AND HOME SCHOOLS RECOGNIZED OR SUPERVISED BY THE STATE OR LOCAL BOARD OF EDUCATION, THEN THE EARNED INCOME OF THAT PERSON IS COUNTED IN THE FOOD STAMP DETERMINATION. VERIFICATION CAN CONSIST OF A LETTER FROM THE SCHOOL, THE STUDENTS MOST RECENT REPORT CARD, OR A COLLATERAL TO THE SCHOOL. REMEMBER, ONLY ENROLLMENT, NOT ATTENDANCE, IS THE KEY ELEMENT IN DETERMINING WHETHER EARNED INCOME IS COUNTED OR DISREGARDED. SEE FSHB APPX. 12.3.21.

01 29 03 \*\*\*\* W-2 MANUAL WEB ADDRESS CLARIFICATION \*\*\*\*

THE W-2 MANUAL RELEASE DXBM THAT WAS ISSUED YESTERDAY CONTAINED AN INCOMPLETE LISTING OF THE W-2 MANUAL WEB ADDRESS. GIVEN THE LIMITATIONS OF DXBM ENTRY, THE UNDERScores THAT SHOULD BE A PART OF THE ADDRESS CANNOT BE DISPLAYED IN A DXBM. THUS, FOR THE WEB ADDRESS LISTED HERE, [HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/W-2 MANUAL/FIRST PAGE.HTM](http://www.dwd.state.wi.us/dws/manuals/w-2_manual/first_page.htm), PLEASE ADD AN UNDERScore BETWEEN "W-2" AND "MANUAL" AND "FIRST" AND "PAGE". CURRENTLY, THERE IS A BLANK SPACE BETWEEN THESE WORDS. IF YOU CANNOT GET THIS ADDRESS TO WORK AFTER ADDING THE UNDERScores, THE W-2 MANUAL CAN ALSO BE ACCESSED FROM FOLLOWING ADDRESS: [HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/](http://www.dwd.state.wi.us/dws/manuals/)

01 30 03 \*\*\*\* BENDEX CONFLICT AND INTERNET UCB CHANGE \*\*\*\*

AS YOU MAY BE AWARE, BENDEX CONFLICT AND INTERNET UCB DISCREPANCIES HAVE BEEN ROUTED DIRECTLY TO WORKERS FOR SEVERAL MONTHS. PLEASE NOTE THAT AS OF 12/20/02, INFORMATION VERIFICATION FORMS THAT NEED TO BE SENT TO THE INDICATED STATES FOR RESPONSE IN EACH OF THESE MATCHES WILL BE AVAILABLE ON EOS. THE BENDEX CONFLICT FORM IS CD71 AND THE INTERNET UCB FORM IS CD70. FORMS FOR MATCHES PRIOR TO DECEMBER ARE AVAILABLE IN EOS UNDER NUMBER CD10 (UCB) AND CD50 (BENDEX). AN OPERATIONS MEMO IS BEING DISTRIBUTED AND EXPLAINS BOTH OF THESE PROCESSES IN DETAIL. PLEASE REVIEW ON THE DWD WEB SITE. QUESTIONS MAY BE DIRECTED TO THE CALL CENTER OR TO THE MATCH COORDINATOR AT BARRY.CHASE@DWD.STATE.WI.US.

01 30 03 \*\*\*\* FAMILY PLANNING PROCESSING ISSUES \*\*\*\*

PLEASE TAKE NOTE OF THE FOLLOWING TWO POINTS WHEN PROCESSING FAMILY PLANNING WAIVER: WHEN AN ONGOING BADGERCARE AG INCLUDES AN INDIVIDUAL WHO IS PASSING FAMILY PLANNING WAIVER, DO NOT CONFIRM THE FAMILY PLANNING WAIVER ELIGIBILITY UNTIL YOU HAVE TAKEN THE BADGERCARE CASE OUT OF 'PEND' STATUS. AT THAT TIME YOU SHOULD CONFIRM BOTH THE FAMILY PLANNING WAIVER AG AND THE BADGERCARE AG AT THE SAME TIME. IF YOU CONFIRM THE FAMILY PLANNING WAIVER AG WHILE BADGERCARE IS STILL PENDING, IT WILL RESULT IN REPLACING THAT INDIVIDUAL'S FULL BENEFIT BADGERCARE WITH THE LIMITED BENEFITS AVAILABLE THROUGH FAMILY PLANNING WAIVER.

IF A FAMILY PLANNING WAIVER APPLICANT IS RECEIVING FULL BENEFIT MEDICAID ON ANOTHER (COMPANION) CASE BE SURE TO SET THE MEDICAID, BADGERCARE AND HEALTHY START ACPA SWITCHES ON THE FAMILY PLANNING WAIVER CASE TO N. IF A 'Y' REMAINS IN THE FULL BENEFIT MA CATEGORIES ON THE FAMILY PLANNING WAIVER COMPANION CASE, THEN CARES WILL CORRECTLY FAIL MEDICAID ON THE FPW COMPANION CASE. ON THE FPW COMPANION CASE, CARES WILL THEN PASS THE FPW BECAUSE MA IS NOT OPEN ON THAT CASE, BUT WILL NOT LOOK TO THE MEDICAID COMPANION CASE FOR MEDICAID ELIGIBILITY BEFORE PASSING FPW. THIS WILL ALSO RESULT IN AN INDIVIDUAL'S FULL BENEFIT MEDICAID BEING REPLACED WITH THE LIMITED FAMILY PLANNING BENEFITS.

IF A FAMILY PLANNING WAIVER APPLICANT IS RECEIVING FULL BENEFIT MEDICAID ON ANOTHER (COMPANION) CASE BE SURE TO SET THE MEDICAID, BADGERCARE AND HEALTHY START ACPA SWITCHES ON THE FAMILY PLANNING WAIVER CASE TO N. IF A 'Y' REMAINS IN THE FULL BENEFIT MA CATEGORIES ON THE FAMILY PLANNING WAIVER COMPANION CASE, THEN CARES WILL CORRECTLY FAIL MEDICAID ON THE FPW COMPANION CASE. ON THE FPW COMPANION CASE, CARES WILL THEN PASS THE FPW BECAUSE MA IS NOT OPEN ON THAT CASE, BUT WILL NOT LOOK TO THE MEDICAID COMPANION CASE FOR MEDICAID ELIGIBILITY BEFORE PASSING FPW. THIS WILL ALSO RESULT IN AN INDIVIDUAL'S FULL BENEFIT MEDICAID BEING REPLACED WITH THE LIMITED FAMILY PLANNING BENEFITS.

PLEASE RESOLVE AND CONFIRM ALL PENDING BADGER CASES WITH INDIVIDUALS ELIGIBLE FOR FAMILY PLANNING WAIVER BY FEBRUARY ADVERSE ACTION.

IF YOU HAVE PROCESSED A FAMILY PLANNING WAIVER COMPANION CASE WHERE THE FPW INDIVIDUAL IS MEDICAID ELIGIBLE ON ANOTHER CASE THEN DO THE FOLLOWING BY FEBRUARY ADVERSE ACTION:

ON THE FPW CASE -- CHANGE THE ACPA SWITCH FOR MEDICAID AND HEALTHY START TO N.

ON THE FULL BENEFIT MEDICAID CASE -- GO TO THE MIMI SCREEN AND PRESS FP18 TO REINSTATE FULL BENEFIT MEDICAID ELIGIBILITY.

02 01 03 \*\*\*\* CHILD CARE MASS RATE CHANGE \*\*\*\*

THE CHILD CARE MASS RATE CHANGE RAN THIS PAST SATURDAY, 2/1/03. PLEASE REFER TO OPS MEMO 02-71 FOR DETAILED INFORMATION REGARDING THE MASS CHANGE. THE TABLE STRUCTURE FOR MAXIMUM RATES HAS CHANGED FROM ONE TABLE (TCMX) TO SEPARATE TABLES (TCMR) FOR EACH COUNTY/TRIBE. FOR ALL RATES, THE NEW MAXIMUM RATE TABLE TCMR MUST BE ACCESSED FOR EACH INDIVIDUAL COUNTY/TRIBE BY ENTERING THE COUNTY/TRIBE NUMBER INTO THE "AGENCY" FIELD THAT APPEARS AT THE TOP LEFT OF THE TABLE. TCMX CAN STILL BE ACCESSED FOR RATES PRIOR TO 2003.

02 04 03 \*\*\*\* TRAINING RESOURCES \*\*\*\*

THE BPS TRAINING SECTION WEB RESOURCES HAVE BEEN PUBLISHED. CHECK IT OUT AT:  
[HTTP://WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec)

02 04 03 \*\*\*\* AIWC AND AIWE HELP SCREENS UPDATED \*\*\*\*

THE HELP SCREENS FOR AIWC - WISCONSIN WORKS W-2 CLOCKS AND AIWE - CREATE W-2 CLOCK EXTENSIONS HAVE BEEN UPDATED TO EXPLAIN HOW THESE TRANSACTIONS WORK CURRENTLY. THIS INFORMATION IS ESPECIALLY HELPFUL FOR UNDERSTANDING HOW CLOCKS INFORMATION IS DISPLAYED ON AIWC.

02 05 03 \*\*\*\* BIWEEKLY FS PROSPECTIVE BUDGETING \*\*\*\*

\*\*\*\* PAYMENT ACCURACY TIP \*\*\*\*

INCOME EARNED BY MINOR CHILDREN IS DISREGARDED IF THE MINOR IS ENROLLED IN SCHOOL (ELEMENTARY/HIGH SCHOOL/TECHNICAL/APPROVED HOME SCHOOLING AND GED CLASSES). THIS MEANS THAT SCHOOL ENROLLMENT VERIFICATION IS NECESSARY FOR EMPLOYED STUDENTS UNDER THE AGE OF 18. A "?" ON ANSE IN THE VERIFICATION FIELD OF ENROLLMENT STATUS WILL PEND THE FS CASE. IF NV/QV IS ENTERED IN THIS FIELD, THE MINOR'S EARNED INCOME WILL BE COUNTED FOR FS. SEE FSHB APPX. 12.3.21.

02 05 03 \*\*\*\* AUTOMATIC TRANSFER FROM ES TO CAPO \*\*\*\*

IN NOVEMBER, THE AUTOMATIC TRANSFER PROCESS (FOR MIXED ES AND SENIORCARE CASES) WAS UPDATED. THE PROCESS FOR TRANSFERRING A CASE FROM THE ES AGENCY TO THE CAPO CHANGED FROM 30 DAYS TO 90 DAYS. AN ES CASE WILL AUTOMATICALLY TRANSFER TO CAPO AFTER 90 DAYS IF THE FOLLOWING CRITERIA IS MET: THE CASE HAS NOT BEEN UPDATED WITHIN THE LAST 90 DAYS BY THE ES AGENCY AND THE EBT ACCOUNT HAS BEEN EXPUNGED.

02 05 03 \*\*\*\* PRIVACY REMINDER FOR FPW \*\*\*\*

PLEASE REMEMBER THE FOLLOWING DIRECTIONS TO HELP PROTECT THE PRIVACY OF FAMILY PLANNING WAIVER (FPW) APPLICANTS, INCLUDING TEENAGERS:

1. FPW APPLICANTS SHOULD BE ADVISED, WHEN POSSIBLE, THAT THEY MAY HAVE THEIR NOTICES AND BENEFITS SENT TO AN ALTERNATE MAILING ADDRESS.
2. IF A PERSON REQUESTS FPW ON AN APPLICATION APART FROM OTHER FAMILY MEMBERS ALREADY ON CARES, SHE MUST BE SET UP ON HER OWN COMPANION CASE.
3. THE ALTERNATE ADDRESS THEY CHOOSE DOES NOT HAVE TO BE IN THE THEIR COUNTY OF RESIDENCE.

02 07 03 EFFECTIVE MONDAY, FEB 10, THE DWS SECURITY CALL CENTER HOURS WILL BE 8:00 A.M. TO 3:30 P.M. THIS IS NECESSARY BECAUSE OF A STAFF RETIREMENT. REMAINING STAFF NEED PROTECTED TIME DURING THE DAY TO ALLOW FOR EFFICIENT PROCESSING OF THE SECURITY REQUEST FORMS RECEIVED EACH DAY. THE NEW SCHEDULE WILL REMAIN IN EFFECT UNTIL THE CURRENT HIRING FREEZE IS LIFTED AND THE VACANT SECURITY POSITION CAN BE FILLED.

02 11 03 \*\*\*\* WPFN PROBLEMS \*\*\*\*

IN RECENT WEEKS WE HAVE HAD A SIZABLE AMOUNT OF ABENDS DURING SEARCHES ON WPFN. WE ARE CURRENTLY WORKING ON THE PROBLEMS. UNTIL A FIX IS IMPLEMENTED, USERS MAY BE ABLE TO MINIMIZE THESE PROBLEMS BY DOING THE FOLLOWING. WHEN DOING A SEARCH ON WPFN AND THE WORKER ENCOUNTERS AN ABEND OR FATAL ERROR, DO NOT RETURN AND TRY THE SEARCH WITH THE SAME CRITERIA. RATHER, PLEASE NARROW THE SEARCH AND TRY AGAIN. MUCH OF THE ABENDS OCCUR USING BROAD SEARCH CRITERIA, SUCH AS COUNTY AND W2 SLOT CODE. WHENEVER POSSIBLE USE OFFICE LEVEL SEARCH OR ADD OTHER DATA ELEMENTS TO NARROW YOUR SEARCH.

02 11 03 \*\*\*\* UNITED HEALTH/PRIME CARE MEDICAID \*\*\*\*

PLEASE STOP ADDING UNTIED HEALTH/PRIMECARE MEDICAID HMOS TO AFMI. ON JANUARY 9TH, MMIS DELETED UNITED HEALTH/PRIMECARE MEDICAID HMO POLICIES THAT WERE INCORRECTLY ADDED FROM UNITED HEALTH/PRIMECARE'S TAPE. THESE DELETES UPDATED CARES AFMI SCREEN WITH A DELETE CODE OF MM. A BLANK AFMI SCREEN WILL APPEAR IN THE DRIVER FLOW WHILE RUNNING SFED OR SFEX WHEN ALL OF THE AFMI INFORMATION HAS BEEN AUTOMATICALLY DELETED ON CARES DUE TO UPDATES FROM MMIS. WHEN RUNNING A CASE THROUGH THE DRIVER FLOW AND YOU ENCOUNTER A BLANK AFMI SCREEN, DO NOT AUTOMATICALLY ADD AFMI. IN SOME CASES WORKERS SHOULD DELETE AFMC. REFER TO OPS MEMO 01-40, PAGE 6, UNDER 'TIPS TO REDUCE CARES & MMIS INSURANCE DISCREPANCIES', NUMBER 3. WORKERS HAVE INCORRECTLY

ADDED OVER 6,000 UNITED HEALTH/PRIMECARE INSURANCE ON CARES AND MMIS. THE UNITED HEALTH/PRIMECARE MEDICAID HMO POLICIES CAN BE IDENTIFIED WITH CARRIER CODE M98 AND GROUP NUMBERS 71000, 71001, 81000, 81001, 81002, 81003, 81004 AND 81005, RESPECTIVELY.

02 12 03 \*\*\*\*\* RE RUNNING FPW REPORT \*\*\*\*\*

WE ARE RE-RUNNING THE REPORT SENT 2/7/03 CALLED "REPORT WITH JAN MEDICAID DENIALS FOR FPW REFERENCED IN OPS MEMO 02-73". THE NEW VERSION OF THE REPORT WILL USE A MORE PRECISE SET OF CRITERIA THAT SHOULD RESULT IN A MORE ACCURATE AND SHORTER REPORT. IT MAY BE MORE EFFECTIVE TO WAIT FOR THE NEW REPORT BEFORE ATTEMPTING TO PROCESS THESE CASES. WE EXPECT THE NEW VERSION OF THE REPORT TO BE AVAILABLE IN A FEW DAYS. WHEN WE SEND THE NEW REPORT, WE WILL ALSO SEND MORE SPECIFIC INFORMATION WITH IT AS TO HOW IT CAN BE USED. THE REPORT AND CORRESPONDING INSTRUCTIONS WILL AGAIN BE DISTRIBUTED THROUGH THE CARES/POLICY COORDINATORS DISTRIBUTION LIST. THANKS FOR YOUR PATIENCE AND WE APOLOGIZE FOR THE CONFUSION. SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS

02 12 03 \*\*\*\*\* FOOD STAMP PAYMENT ACCURACY BI-WEEKLY TIP \*\*\*\*\*

A LEGAL ALIEN IS NOT ELIGIBLE FOR FS UNTIL S/HE BECOMES A CITIZEN, UNLESS THEY MEET ONE OF THE CRITERIA IN CHART 1 OF THE ALIEN ELIGIBILITY SECTION OF THE PROCESSING GUIDELINES, CH. 25 OF THE FSHB APPX. LEGAL PERMANENT RESIDENT ALIENS ADMITTED UNDER THE INA, WHO HAVE WORKED FOR 40 QUALIFYING QUARTERS ARE ELIGIBLE. WORKERS MAY FIND WORK QUARTER INFORMATION THROUGH CARES DATA EXCHANGE SCREENS. TO VERIFY ALIEN'S WORK QUARTERS INFORMATION YOU CAN REQUEST IT IN CARES ON DXQR. 48 HRS LATER IT WILL BE AVAILABLE ON DXQC. ONCE VERIFIED, THEN UPDATE ANAR WITH A 'YES' UNDER 'WORK QUARTERS OR MILITARY REQUIREMENT MET?' WITH THE APPROPRIATE VERIFICATION CODE. REFERENCE FSHB APPX 4.02.02 FOR DEFINITION OF QUALIFYING WORK QUARTERS AND REMEMBER THAT CHILDREN CAN USE THEIR PARENTS WORK QUARTERS AS LONG AS THEY WERE RECEIVED PRIOR TO THE CHILD'S 18TH BIRTHDAY.

02 13 03 \*\*\*\*\* BPS REGISTRATION CTR UNAVAILABLE FEB. 14 \*\*\*\*\*

PLEASE NOTE THAT BPS REGISTRATION CENTER SITE AND THE TOUCH TONE TELEPHONE REGISTRATION SYSTEM WILL BE UNAVAILABLE ON FRIDAY, FEBRUARY 14, 2003. WE ARE SORRY FOR ANY INCONVENIENCE THIS MAY CAUSE.

02 13 03 \*\*\*\*\* AFUI HELP SCREEN UPDATES \*\*\*\*\*

THE AFUI HELP SCREEN WAS UPDATED WITH THE FOLLOWING NEW INFORMATION:

1. AN EXPLANATION OF THE DIFFERENCE BETWEEN THE NL AND AE DELETE CODES.
2. INCOME ENDING INSTRUCTIONS WERE ADDED.
3. CHILD SUPPORT CODE CLARIFICATIONS - WHAT'S CURRENT AND WHAT'S OBSOLETE.
4. FFU CS DISREGARD AMOUNT- A DEFINITION FOR THIS FIELD WAS ADDED.
5. SOCIAL SECURITY INCOME INSTRUCTIONS WERE ADDED WITH A REMINDER TO COMPLETE AFMD IF THE CLIENT IS ON MEDICARE.

02 14 03 \*\*\*\*\* CHILD CARE EFT DELAY \*\*\*\*\*

CHILD CARE EFT'S WILL BE DELAYED BY ONE DAY DUE TO PRESIDENT'S DAY, MONDAY, FEBRUARY 17, 2003. EFT'S WILL BE DEPOSITED ON WEDNESDAY, FEBRUARY 19, 2003. THERE WILL BE NO DELAY IN MAILING THE CHECKS ON MONDAY, FEBRUARY 17, 2003.

02 19 03 \*\*\*\*\* BIWEEKLY PROSPECTIVE BUDGETING \*\*\*\*\*

\*\*\*\*\*PAYMENT ACCURACY FOOD STAMP TIP \*\*\*\*\*

IT IS VERY IMPORTANT TO PAY CLOSE ATTENTION TO CLIENT'S PAY-STUBS. MANY CLIENTS RECEIVE SHIFT DIFFERENTIALS, OVER-TIME AND/OR BONUS PAY. WORKERS MUST REMEMBER TO INVESTIGATE ALL ADDITIONAL PAY AND DETERMINE WHETHER IT SHOULD BE INCLUDED IN THE MONTHLY AVERAGE. IT MAY BE NECESSARY TO AVERAGE GROSS PAY VS. SIMPLY LOOKING AT AVERAGING HOURS TIMES RATE OF PAY IN ORDER TO INCLUDE THESE ADDITIONAL PAY DIFFERENCES. REMEMBER TO ALWAYS DOCUMENT WHY YOU BUDGETED SOMETHING AND STOP ON EEIE TO LOOK AT BUDGETS PRIOR TO ANY CONFIRMATION OF BENEFITS.

02 22 03 \*\*\*\*\* FS UTILITY STANDARD \*\*\*\*\*

CURRENTLY IN CARES, A UTILITY STANDARD IS INCORRECTLY GIVEN WHEN A UTILITY TYPE HAS BEEN CHOSEN AND ENTERED ON SCREEN AFUC. THE UTILITY STANDARD IS GIVEN EVEN WHEN ZEROS ARE ENTERED IN THE OBLIGATION AND PAYMENT AMOUNT FIELDS, AND AN "N" IN THE CONTRIBUTES AN UNKNOWN AMOUNT FIELD.

EFFECTIVE 02/21/03, CARES WILL BE CHANGED SO THAT WHEN A UTILITY IS SELECTED AND ZEROS ARE ENTERED IN THE OBLIGATION AND PAYMENT AMOUNT FIELDS, AND AN "N" IN THE CONTRIBUTES AN UNKNOWN AMOUNT FIELD, A UTILITY STANDARD WILL NOT BE GIVEN. THIS FOLLOWS CURRENT POLICY. IF THE AMOUNT IS ENTERED IN EITHER THE OBLIGATION OR PAYMENT AMOUNT FIELDS, OR A "Y" IS ENTERED IN THE CONTRIBUTES AN UNKNOWN AMOUNT FIELD, THE APPROPRIATE UTILITY STANDARD WILL BE GIVEN.

ALSO, THE SECOND QUESTION ON SCREEN AFTQ ("DOES YOUR HH ELECT TO USE THE STANDARD UTILITY ALLOWANCE?") WILL NOW DEFAULT TO A "Y" SINCE ACTUAL UTILITY REPORTING IS NO LONGER AN OPTION. RECIPIENTS/APPLICANTS WITH A UTILITY EXPENSE MUST USE ONE OF THE STANDARDS.

\*\*\*\*\* NEW FPL \*\*\*\*\*

EFFECTIVE IMMEDIATELY, CARES WILL BE USING NEW AMOUNTS, BASED ON THE 2003 FEDERAL POVERTY LEVELS, FOR ELIGIBILITY DETERMINATIONS.

02 24 03 \*\*\*\*\* HAPPY ESS DAY FOR WSSA \*\*\*\*\*

HAPPY ECONOMIC SUPPORT & WISCONSIN WORKS SPECIALIST'S DAY! THE PROCLAMATIONS WERE SENT OUT ON WEDNESDAY, FEBRUARY 19TH, SO HOPEFULLY THEY HAVE ALREADY ARRIVED IN THE LOCAL AGENCIES. YOU CAN READ THE TEXT OF THE PROCLAMATION ON THE WSSA WEBSITE AT [HTTP://WWW.WSSA.WS/PROCLAMATION.HTML](http://www.wssa.ws/proclamation.html). PLEASE TAKE TIME TO CELEBRATE THE VITAL SERVICE YOU AND YOUR FELLOW WORKERS PROVIDE IN YOUR COMMUNITY. PAT YOURSELVES ON THE BACK - YOU DESERVE IT!

BECAUSE OF THE TROUBLE WE'VE HAD WITH GETTING THE PROCLAMATION SIGNED, WSSA HAS DECIDED TO PERMANENTLY MOVE THE DAY TO THE LAST MONDAY IN APRIL STARTING IN 2004. PLEASE MAKE A NOTE OF THIS FOR NEXT YEAR AND ENJOY YOUR DAY!



02 24 03 \*\*\*\*\* CASE DIRECTORY ENHANCEMENTS \*\*\*\*\*

THERE ARE SEVERAL NEW SUBCATEGORY MA COUNTS ADDED TO REPORT CRP612RA EOS NUMBER C718 WHICH RUNS THIS COMING WEEKEND. ALSO THE MA TOTAL COUNT WILL INCREASE AS IT WILL INCLUDE THESE NEW SUBCATEGORIES. ALSO SENIORCARE HAS BEEN REMOVED FROM THE CASE DIRECTORY EXTRACT THAT IS THE SOURCE FOR THIS REPORT AS WELL AS THE CRP611RA REPORT EOS NUMBER C717. THIS MEANS THAT SENIORCARE AG'S WILL NO LONGER BE COUNTED IN EITHER OF THESE 2 REPORTS. THIS IS JUST A FYI BECAUSE COUNTS MAY APPEAR SIGNIFICANTLY MORE OR LESS FOR SOME CATEGORIES AND THE LAYOUT HAS A DIFFERENT LOOK (CRP612RA) WITH NEW SUBCATEGORIES.

02 25 03 \*\*\*\*\* FOOD STAMP HANDBOOK RELEASE \*\*\*\*\*

RELEASE 03-01 OF THE FOOD STAMP HANDBOOK WAS MADE ON 02/25/03, EFFECTIVE THE SAME DATE. GO TO [HTTP://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/](http://www.dwd.state.wi.us/DESFSHBK/HANDBOOK/) AND CLICK ON THE "GREEN SHEETS" LINK FOR THE 03-01 RELEASE TO SEE THE CHANGES MADE.

02 26 03 \*\*\*\*\* FS PAYMENT ACCURACY BIWEEKLY TIP \*\*\*\*\*

CUSTOMERS ARE REQUIRED TO REPORT CHANGES OF OVER \$100 IN THE TOTAL MONTHLY CHILD SUPPORT RECEIVED. THIS IS NOT \$100 PER CHILD OR ORDER, BUT FOR THE TOTAL OF ALL CHILD SUPPORT PAID TO THE FS GROUP IN A MONTH.

03 04 03 \*\*\*\*\* TRAINING SECTION WEBSITE UPDATED \*\*\*\*\*

THE BPS TRAINING SECTION WEBSITES HAVE BEEN UPDATED FOR MARCH 1, 2003. CHECK OUT THE UPDATES AT: [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULT.HTM](http://www.dwd.state.wi.us/DESTRIN/TRAINSEC/DEFAULT.HTM).

03 05 03 \*\*\*\*\* BIWEEKLY FS PROSPECTIVE BUDGETING TIP \*\*\*\*\*

IT IS VERY IMPORTANT FOR WORKERS TO ACT ON ANY ALERTS AND CROSS MATCHES RELATED TO UNEMPLOYMENT BENEFITS. ANY NEW RECEIPT OF UNEMPLOYMENT SHOULD BE ENTERED IN CARES ON AFUI PRIOR TO CUTOFF. SCREEN DXQB WILL INDICATE THE WEEKLY MAXIMUM AMOUNT OF UC BENEFITS AND SCREEN DXQU WILL SHOW THE WEEKLY CHECKS. BE SURE TO CONVERT APPROPRIATELY. AND REMEMBER THAT AN ALERT IS NOT GENERATED TO LET A WORKER KNOW THAT UC HAS ENDED, SO IT IS IMPERATIVE THAT CLIENTS UNDERSTAND THAT THEY MUST REPORT WHEN THE UC IS ENDING. DX ENHANCEMENTS ARE SCHEDULED WITH AN OPS MEMO TO FOLLOW.

03 06 03 \*\*\*\*\* UNITED HEALTH/PRIMECARE MEDICAID HMO POLICIES - \*\*\*

\*\*\*\*\* SECOND NOTICE \*\*\*\*\*

IF YOU ENCOUNTER A BLANK AFMI SCREEN WHEN RUNNING A CASE THROUGH THE DRIVERFLOW, DO NOT AUTOMATICALLY ADD DATA ON AFMI TO GET PAST THAT SCREEN. INSTEAD, TRAN TO AFMC. IF THE CARRIER CODE IS M98 AND THE GROUP NUMBER IS 81000, 81001, 81002, 81003, 81004, OR 81005, DELETE AFMC. THESE ARE THE MEDICAID HMO POLICIES THAT SHOULD NOT BE IN CARES OR MMIS AS INSURANCE POLICIES.

SINCE THE INITIAL DXBM ISSUED ON 02/11/03 INSTRUCTING WORKERS NOT TO ADD THESE POLICIES TO AFMI, AN ADDITIONAL 1,500 UNITED HEALTH/PRIMECARE MEDICAID HMO POLICIES HAVE BEEN ADDED TO THE MMIS VIA CARES. THESE POLICIES ARE IN THE PROCESS OF BEING MANUALLY DELETED FROM MMIS.

03 07 03 \*\*\*\*\* AE NL DELETE CODES \*\*\*\*\*

THE INTENDED USE FOR AE AND NL DELETE CODES HAS BEEN CLARIFIED ON REFERENCE TABLES TDFD, TDCD, AND TECD. THE NEW TEXT DEFINES HOW EACH CODE FUNCTIONS. THE NEW DISPLAY WILL BE: AE ERROR (DATA IGNORED) MEANING THE DATA WILL NOT BE USED AT ALL. NL DATA VALID USED FOR DATES ENTD MEANING THAT THE DATA WILL BE USED BY EDBC FOR THE DATES THAT ARE ENTERED. HELP SCREENS WILL ALSO BE UPDATED TO REFLECT THIS CHANGE.

03 11 03 \*\*\*\*\* SWS DISPOSITIONS \*\*\*\*\*

LATER THIS MONTH, A CHANGE WILL BE MADE TO THE SWS DISPOSITION CREATION PROCESS IN DATA EXCHANGE. WHEN THERE IS A SOCIAL SECURITY NUMBER MISMATCH IN CARES (ANID), THE WORKER WILL STILL RECEIVE AN ALERT, NECESSARY ACTIONS WILL NEED TO BE TAKEN ON THE CASE TO RESOLVE THE MISMATCH, BUT NO DISPOSITION WILL BE CREATED FOR THE SWS CROSS MATCH. IN ADDITION, WE WILL RUN A JOB TO CHANGE ALL OUTSTANDING DISPOSITIONS TO A NA DISPOSITION CODE. YOU NO LONGER NEED TO REPORT SWS DISPOSITIONS THAT YOU CANNOT UPDATE TO THE CALL CENTER SINCE THEY WILL BE UPDATED WHEN THE DX CHANGES ARE DONE. THERE WILL BE AN OPS MEMO IN THE NEAR FUTURE EXPLAINING THESE CHANGES.

03 12 03 \*\*\*\*\* BIWEEKLY FS PAYMENT ACCURACY TIP \*\*\*\*\*

IT IS IMPORTANT TO ASK AT EACH CERTIFICATION WHETHER AN ALIEN HAS BECOME A CITIZEN. IF THE PERSON ADMITTED TO THIS COUNTRY HAS BECOME A CITIZEN, THEY POTENTIALLY WILL REMAIN OR REGAIN ELIGIBILITY FOR FEDERAL FOOD STAMPS VS. STATE FOOD STAMPS. THE DXSX SCREEN NOW HAS A FIELD THAT INDICATES CITIZEN/ALIEN STATUS. IT IS LOCATED IN THE TOP CENTER OF THE SCREEN FOR THOSE INDIVIDUALS THAT ARE ELIGIBLE FOR SSI. THE VALUES OF THIS CODE ARE FOUND AT TABLE TDAS. PLEASE PAY SPECIAL ATTENTION TO THE CODING OF ALL CASES INVOLVING ALIENS AND BE SURE TO UPDATE ANDA AND ANAR ACCORDINGLY.

03 12 03 \*\*\*\*\* EBT TIP REGARDING PRIMARY \*\*\*\*\*

\*\*\*\*\* PERSON NAME CHANGES \*\*\*\*\*

WHEN THE PRIMARY PERSON IS A QUEST CARDHOLDER AND YOU CHANGE ANY PART OF THE NAME ON ANID, CARES WILL SEND A REQUEST TO CEFS TO CREATE A NEW QUEST CARD. YOU WILL SEE THE NEW CARDHOLDER RECORD ON BIET THE NEXT DAY. TO KEEP CARES AND CEFS CARDHOLDER NAMES AND ADDRESSES IN SYNC, THE PRIMARY PERSON SHOULD SELECT A PIN FOR THE NEW CARD WHEN S/HE RECEIVES IT. THIS WILL CANCEL THE PREVIOUS CARD. ADVISE THE PRIMARY PERSON THAT A NEW CARD IS COMING IN THE MAIL AND THAT S/HE SHOULD SELECT A PIN FOR THE NEW CARD. S/HE SHOULD CALL CEFS CUSTOMER SERVICE IF S/HE DOES NOT RECEIVE THE CARD IN FIVE BUSINESS DAYS. ALSO TELL THE PRIMARY PERSON NOT TO CHANGE THE PIN FOR THE CARD IN HIS/HER POSSESSION BY CALLING CEFS CUSTOMER SERVICE, AS THIS WILL CANCEL THE NEW CARD THAT WAS ORDERED. THE CARD STATUS ON THE CEFS SYSTEM IS 09 - THE CODE FOR A SYSTEM CANCELLED CARD. CEFS CUSTOMER SERVICE WILL NOT REPLACE A CARD THAT HAS BEEN CANCELLED FOR THIS REASON. CONTACT THE CARES CALL CENTER TO REPORT THIS PROBLEM. THE STATE WILL ORDER A QUEST CARD WITH THE CORRECT NAME AND ADDRESS THROUGH CARES TO CORRECT THE SITUATION.

03 18 03

\*\*\*\* REMINDER \*\*\*\*

HAVE YOU BOOKED PASSAGE FOR THE ANEW-WI SPRINGTRAINING CONFERENCE? THIS IS A REMINDER THAT ALL REGISTRATIONS MUST BE IN BY MARCH 21ST. DON'T MISS THE BOAT! THE CONFERENCE IS SET FOR WEDNESDAY, APRIL 2ND AT STONEY CREEK INN IN MOSINEE. THE HOURS ARE 8AM-4:30PM. 6 HOURS OF PROFESSIONAL DEVELOPMENT CREDITS FOR ATTENDING THE ALL-DAY CONFERENCE. ECM CREDITS APPROVED FOR AFTERNOON WORKSHOPS. SO HOIST THAT ANCHOR AND GET YOUR CRUISE TICKET NOW! SEND REGISTRATIONS TO ELAINE PETERSON 1015 S SEVERN AVE MARSHFIELD WI 54449. CALL ELAINE AT 715-387-6374 OR EMAIL HER AT EPETERSON@CO.WOOD.WI.US OR CARES MAIL XWO005 WITH QUESTIONS REGARDING REGISTRATIONS. CALL MARYBETH GEHRKE AT 920-729-2772 OR EMAIL AT MGEHRKE@CO.WINNEBAGO.WI.US WITH QUESTIONS REGARDING PROGRAM CONTENT.

03 19 03

\*\*\*\* FS PROSPECTIVE BUDGETING PAYMENT \*\*\*\*

\*\*\*\* ACCURACY BIWEEKLY TIP \*\*\*\*

ELDERLY, BLIND OR DISABLED (EBD) FS GROUP MEMBERS ARE ALLOWED TO CLAIM EXCESS MEDICAL EXPENSES. IF AN EBD RECIPIENT HAS AN MA DEDUCTIBLE, AND THE DEDUCTIBLE IS MET BY PREPAYMENT OR A ONE-TIME INCURRED MEDICAL EXPENSE, THEN THE EXPENSE USED TO MEET THE MA DEDUCTIBLE CAN BE USED AS AN ALLOWABLE FS EXPENSE. THERE ARE A NUMBER OF WAYS TO BUDGET THIS EXPENSE, AVERAGING OVER THE FS CERT. PERIOD, MA CERT. PERIOD, PAYMENT PLAN ARRANGEMENTS OR A ONE-TIME LUMP EXPENSE. EXPENSES ARE ENTERED ON AFME. BE SURE TO ALWAYS STOP ON EEIE TO CHECK BUDGETS. REFERENCE FSHB APPX. 16.04.00 AND OPS MEMO 00-69.

03 20 03

\*\*\*\* REMINDER TO AGENCIES: \*\*\*\*

WHEN A CASE OPENS FOR MEDICAID, SENIORCARE WILL "CLOSE" AUTOMATICALLY. HOWEVER, IF THE PERSON LOSES MEDICAID DURING THE ORIGINAL SC 12-MONTH BENEFIT PERIOD, SC WILL THEN AUTOMATICALLY OPEN BACK UP AND THE PERSON WILL BE REINSTATED TO SC FOR THE REMAINDER OF THE ORIGINAL 12 MONTH BENEFIT PERIOD. THE CAPO HAS RECEIVED CALLS FROM SC RECIPIENTS REQUESTING TO OPT-OUT OF SC BECAUSE THE COUNTY AGENCY TOLD THEM THEY COULD NOT APPLY FOR MEDICAID WHEN THEY ARE ON SC. DO NOT REQUIRE A MEDICAID APPLICANT TO HAVE THEIR SC CASE CLOSE BEFORE APPLYING FOR MEDICAID. BY NOT CLOSING THE SC CASE, WE ALLOW THE PARTICIPANT TO REGAIN SC ELIGIBILITY WITHOUT HAVING TO MEET THE REQUIREMENT OF REAPPLYING FOR SC AND PAYING AN ADDITIONAL \$20 ENROLLMENT FEE IF MA SHOULD CLOSE PRIOR TO THE END OF THE SC BENEFIT PERIOD.

03 21 03

\*\*\* IMPORTANT NOTICE - FOOD STAMP PROGRAM CHANGES \*\*\*

WATCH FOR THREE NEW OPS MEMOS PUBLISHED SHORTLY REGARDING THE FOLLOWING CHANGES TO CARES AND TO CASE PROCESSING OF FOOD STAMP CASES:

STUDENT ELIGIBILITY FOR FOOD STAMPS - THERE IS A NEW PROCESS FOR DETERMINING STUDENT NON-FINANCIAL ELIGIBILITY IN CARES AND THE WORK AROUND FOR STUDENTS PARTICIPATING IN WORK STUDY WILL BE ELIMINATED.

CATEGORICAL ELIGIBILITY FOR FOOD STAMPS - A NEW FIELD HAS BEEN ADDED TO CARES SCREEN ANBC DESIGNED TO GATHER INFORMATION ABOUT TANF PROGRAM SERVICES AND CATEGORICAL ELIGIBILITY.

REQUEST FOR CONTACT FIELD - A NEW FIELD HAS BEEN ADDED TO ACCH TO GENERATE A NOTICE TO A FOOD STAMP CUSTOMER WHEN UNCLEAR INFORMATION IS RECEIVED BY AN AGENCY AND CONTACT IS NEEDED BY THE CUSTOMER.

03 22 03

\*\*\*\* BENEFIT RECOVERY REMINDERS \*\*\*\*

WHEN GENERATING MANUAL REPAYMENT AGREEMENTS ON BVSL, PLEASE REMEMBER THAT PAYMENTS ARE ALWAYS DUE ON THE 25TH OF THE MONTH. THIS IS TO ALLOW TIME FOR AGENCIES TO POST THE PAYMENT WITHIN THE MONTH THE PAYMENT IS RECEIVED. IF THE RPA IS GENERATED BEFORE THE 15TH OF THE MONTH, THE DUE DATE IS THE 25TH OF THE SAME MONTH. IF GENERATED AFTER THE 15TH, PAYMENT DUE DATE IS THE 25TH OF THE FOLLOWING MONTH.

THERE HAS BEEN A CHANGE TO HOW JOB ACCESS LOANS ARE VIEWED IN THE BV SUBSYSTEM. YOU WILL NOW SEE A ZERO OUTSTANDING BALANCE WHEN A LOAN IS WRITTEN OFF. PRIOR TO THIS CHANGE THE LOAN WOULD CONTINUE TO SHOW AN OUTSTANDING BALANCE WHEN THE CLAIM STATUS WAS 'W' FOR WRITE OFF.

03 22 03

\*\*\*\*\* DX ENHANCEMENTS \*\*\*\*\*

ON 3/21/03 THE FOLLOWING ENHANCEMENTS WERE MADE TO DX PROCESSING. PLEASE SEE OPS MEMO 03-23 FOR MORE DETAILS.

A NEW SCREEN DXRC (DATA EXCHANGE RESPONSE LIST BY CASE) WAS CREATED TO DISPLAY OUTSTANDING DISPOSITIONS FOR INDIVIDUALS ON THE CASE. THIS SCREEN WILL BE SCHEDULED IN THE REVIEW DRIVER FLOW OR CAN BE TRAINED TO USING THE CASE NUMBER AS THE PARM.

SWICA MATCH CRITERIA HAS BEEN UPDATED TO CREATE DISPOSITIONS FOR INDIVIDUALS WHO HAVE A VALID PARTICIPATION STATUS FOR ALL 3 MONTHS OF THE MATCH QUARTER. THE TOLERANCE AMOUNT WAS CHANGED TO \$300 PER INDIVIDUAL, PER QUARTER.

THE NEW HIRE(DXNH)MATCH WILL BE PROCESSED WEEKLY BEGINNING ON 04/04/03.

ALERT 345 WILL BE CREATED WHEN UCB (UNEMPLOYMENT INSURANCE) MATCHES ARE RECEIVED. ALERT 342 WILL BE CREATED WHEN INTERNET UCB(UNEMPLOYMENT INSURANCEFROM ANOTHER STATE) MATCHES ARE RECEIVED. CURRENTLY THESE MATCHES ARE COMMUNICATED BY A DXBM. ALSO THE TOLERANCE AMOUNT PER INDIVIDUAL WAS INCREASED TO \$100 PER MONTH.

SSN MISMATCH(DXSN) HAS BEEN UPDATED SO THAT SSWs DISPOSITIONS WILL NO LONGER BE CREATED. ALERT 124 WILL BE GENERATED FOR THE WORKER TO TAKE APPROPRIATE ACTION ON THE INFORMATION RECEIVED. A DATA FIX WAS COMPLETED TO SET ALL OUTSTANDING SSWs DISPOSITIONS TO NA.

A DATA FIX WAS ALSO COMPLETED TO UPDATE SSSI DISPOSITION CREATED PRIOR TO 01/03 TO NA STATUS.

03 24 03 \*\*\*\* AGET CHANGE \*\*\*\*

A NEW BATCH PROGRAM WILL BE RUN DURING EACH END OF MONTH (EOM) CYCLE TO AUTOMATICALLY DELETE EFT PAYMENT INFORMATION FOR CASES WHERE THE W-2 AG HAS BEEN CLOSED, PENDING OR DENIED FOR MORE THAN 60 DAYS AND WHERE THE CURRENT PLACEMENT IS CLOSED OR CMF ON ACWI. CARES WILL ENTER AN "NL" DELETE CODE IN THE DC FIELD ON AGET AND THE PROGRAM NAME "AE021" WILL BE LISTED IN THE AUDIT TRAIL FOR THE CASE. ENTRY OF THE DELETE CODE WILL FLIP THE "Y" BACK TO AN "N" ON AGBI. THIS PROGRAM WILL NOT AFFECT EFT PAYMENT INFORMATION FOR OPEN W-2 AGS OR WHEN THE PLACEMENT IS OPEN ON ACWI. THE PROGRAM WILL BE RUN FOR THE FIRST TIME IN THE MARCH EOM CYCLE.

03 26 03 \*\*\*\* BI-WEEKLY PAYMENT ACCURACY TIP \*\*\*\*

IF A CASE IS CLOSED FOR 1 DAY OR MORE, THE HCF 16019A 1 PAGE APPLICATION FOR FOOD STAMPS IS NEEDED. THIS MEANS THAT IF AN INDIVIDUAL IS CURRENTLY RECEIVING ONLY MA BENEFITS AND WISHES TO REQUEST FOOD STAMPS, A FILING DATE IS ESTABLISHED BY FILLING OUT THE HCF 16019A. THIS FILING DATE IS THE DATE THAT IS ENTERED ON ACPA IN CARES FOR THE PROGRAM BEING REQUESTED. THE 1 PAGE APPLICATION FORM IS VERY IMPORTANT IN ESTABLISHING THE FILING DATE, AS IT IS CONSIDERED A NEW APPLICATION WHEN A CASE IS CLOSED FOR FOOD STAMPS FOR 1 DAY OR MORE.

03 26 03 \*\*\*\* CARES CALL CENTER NOT AVAILABLE \*\*\*\*

THE CARES INFORMATION & PROBLEM RESOLUTION CENTER WILL BE CLOSED THURSDAY AND FRIDAY (MARCH 27TH AND 28TH) BECAUSE THEY ARE MOVING TO THEIR NEW OFFICES. PLEASE SEE YOUR CARES/POLICY COORDINATOR FOR MORE INFORMATION IF YOU HAVE AN EMERGENCY EITHER OF THOSE DAYS.

03 29 03 \*\*\*\* CARES CALL CENTER NEW LOCATION \*\*\*\*

THE CARES INFORMATION & PROBLEM RESOLUTION CENTER HAS MOVED. WE HAVE THE SAME PHONE NUMBERS (608)261-6317 (OPTION #1) OR (608)261-6378 (DIRECT LINE); OUR NEW E-MAIL ADDRESS IS CARPOLCC@DHFS.STATE.WI.US; AND OUR NEW FAX NUMBER IS: (608)267-2269.

04 01 03 \*\*\*\* WP COMPLETION CODE OPTIONS AS OF 4/1/2003 \*\*\*\*

REFERENCE TABLE TWCC HAS BEEN MODIFIED TO INCLUDE THE FOLLOWING VALUES AS 4-1-2003:

- A-SUCCESSFULLY COMPLETED
- B-UNSUCCESSFULLY COMPLETED
- C-ACTIVITY ENDED DUE TO CMF PLACEMENT/ EMPLOYMENT
- D-COMPLETED APPROPRIATE FORMAL ASSESSMENT WITHIN PRIOR 12 MONTHS
- E-FAILED TO PARTICIPATE - NOT GOOD CAUSE
- F-INAPPROPRIATE ASSIGNMENT
- M-TRANSFERRED CASE

THESE CHANGES WILL IMPACT 1 OF THE CURRENT PERFORMANCE STANDARDS:

EAA - ACCEPTABLE COMPLETION CODES WILL ONLY BE A AND C

PLEASE REVIEW OPERATIONS MEMO 03-25 FOR FURTHER CLARIFICATION.

04 01 03 \*\*\*\* TRAINING WEBSITES UPDATED \*\*\*\*

THE BPS TRAINING SECTION WEBSITES HAVE BEEN UPDATED FOR APRIL 1, 2003. CHECK OUT THE UPDATES AT:

[HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULT.HTM](http://www.dwd.state.wi.us/destrain/trainsec/default.htm)

04 02 03 \*\*\*\* BI-WEEKLY FS PROSPECTIVE BUDGETING \*\*\*\*

\*\*\*\* PAYMENT ACCURACY TIP \*\*\*\*

USE THE AMOUNT CHARGED TO THE FS GROUP AS THE EXPENSE IN YOUR DEDUCTION CALCULATIONS, EXCLUDING CHILD SUPPORT EXPENSES PAID OUT. THE "AMOUNT CHARGED" IS THE AMOUNT NECESSARY TO SATISFY THE DEBTOR'S OBLIGATION. FOR CHILD SUPPORT, WE USE THE AMOUNT THE NCP IS PAYING AS A DEDUCTION ON AFSP. FOR CHILD CARE EXPENSES ON AFDC, THIS WILL NOT NECESSARILY BE THE FAMILY CO-PAY AMOUNT LISTED IN CARES BUT RATHER THE AMOUNT THAT THE FAMILY IS CHARGED FOR CARE OF THEIR CHILDREN. THIS COULD BE MORE OR LESS THAN THE FAMILY CO-PAY LISTED IN CARES, DEPENDING ON THE COST OF CARE. THESE AMOUNTS NEED TO BE RE-VERIFIED AT APPLICATION, REVIEW AND WHEN A CHANGE IS REPORTED. SEE FSHB 16.01.02 AND 22.03.03.

04 08 03 THE CALL CENTER HAS BEEN RECEIVING REPORTS OF PROBLEMS WITH RECENT NEW HIRE MATCHES. ON SOME MATCHES, THE "DATE STORED" FIELD ON DXDN SHOWS A MARCH, 2003 DATE, BUT THE HIRE DATE IS SEVERAL YEARS OLD. FURTHER RESEARCH HAS FOUND THAT SOME EMPLOYERS WERE NOT IN COMPLIANCE WITH REPORTING NEW HIRE DATA TO DWD, SO THEY ARE NOW CATCHING UP AND REPORTING EVERYTHING. UNTIL A CHANGE IS MADE, IT IS POSSIBLE YOU WILL GET SOME NEW HIRE ALERTS THAT AREN'T APPROPRIATE. WE ARE WORKING ON A FIX. IN THE MEANTIME, FOR THOSE ALERTS WHERE THE HIRE DATE IS OLD, SIMPLY CHANGE THE DISPOSITION TO NA.

04 09 03 \*\*\*\* FS BIWEEKLY PAYMENT ACCURACY TIP: \*\*\*\*

IT IS VERY IMPORTANT THAT ALIENS ARE CODED CORRECTLY IN CARES. THIS WILL REQUIRE USING THE SAVE AND MAKING SURE THE A#, STATUS CODE AND DATE OF ENTRY ARE ENTERED CORRECTLY INTO CARES. PLEASE BE SURE TO CHECK THE ANAR SCREEN AT EACH REVIEW AND VERIFY ALL INFORMATION IS CORRECT. IN ADDITION, IT IS IMPORTANT TO UPDATE CITIZEN STATUS IF QUALIFIED ALIENS BECOME NATURALIZED.

04 09 03 ON MAY 17 FROM 3:30 - 4:30 PM AT THE GOVERNOR'S E&T CONFERENCE IN WI DELLS THERE WILL BE A PRESENTATION ON VERIFICATION OF CITIZENSHIP, QUALIFIED ALIEN STATUS AND ELIGIBILITY UNDER TITLE IV OF PRWORA. THE PRESENTER WILL BE MR. JOHN E. NAHAN, DIRECTOR OF THE DEPARTMENT OF HOMELAND SECURITY (PREVIOUSLY DEPARTMENT OF JUSTICE IMMIGRATION & NATURALIZATION SERVICES, SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS) SECTION. YOU ARE ENCOURAGED TO ATTEND THIS INFORMATIVE PRESENTATION FOR GUIDANCE AND PROCEDURES FOR ALIEN ELIGIBILITY ACROSS PROGRAMS SUCH AS W2, FS AND MA.



04 11 03 \*\*\*\* FS POSITION AVAILABLE \*\*\*\*

PAYMENT ACCURACY CONSULTANT (PAC) - THIS IS A FULL TIME POSITION WITH BENEFITS AND WILL BE LOCATED IN SOUTHEASTERN WISCONSIN. PAC ARE RESPONSIBLE FOR WORKING WITH COUNTY AGENCIES AND/OR ASSIGNED PROJECTS TO HELP REDUCE THE FOOD STAMP ERROR RATE. THIS POSITION MAY REQUIRE TRAVEL WITHIN THE STATE. THE PAC PROJECT IS A COLLABORATIVE EFFORT BETWEEN UW OSHKOSH, CENTER FOR CAREER DEVELOPMENT (CCDET) AND THE BUREAU OF ELIGIBILITY POLICY AND IMPLEMENTATION, FOOD STAMP POLICY AND PLANNING SECTION WITH UW OSHKOSH AS THE EMPLOYER. TO OBTAIN A COPY OF THE JOB ANNOUNCEMENT, SEND E-MAIL TO WAGNEBE@DWD.STATE.WI.US OR CALL (414) 329-3640. DEADLINE IS APRIL 15, 2003.

04 11 03 \*\*\*\* FS DOCUMENT NO LONGER AVAILABLE \*\*\*\*

THE DHFS FORMS AND PUBLICATIONS UNIT HAS RECEIVED A NUMBER OF ORDER REQUESTS RECENTLY FOR THE FOOD STAMP "EAT SMART AND PLAY HARD" FOLDERS. THESE FOLDERS WILL NO LONGER BE PRINTED AND WILL SOON BE OBSOLETE. CONTINUE TO USE UP THE SUPPLY YOU HAVE BUT DO NOT SEND IN REQUESTS FOR MORE.

04 11 03 \*\*\*\* DXBM CORRECTION \*\*\*\*

THE DXBM ISSUED ON 4-9-03 ANNOUNCING THE APPEARANCE OF JOHN NAHAN FROM THE DEPARTMENT OF HOMELAND SECURITY AT THIS YEAR'S GOVERNOR'S E&T CONFERENCE INCORRECTLY STATED HE WILL PRESENT ON MAY 17. THE CORRECT DATE IS ACTUALLY THURSDAY, MAY 15. SORRY FOR THE CONFUSION.

04 16 03 \*\*\*\* FS BIWEEKLY PROSPECTIVE \*\*\*\*

\*\*\*\* PAYMENT ACCURACY TIP \*\*\*

DISREGARD REPAYMENTS (NOT DUE TO A FS IPV) FROM BENEFITS PAYABLE TO THE FS GROUP. THESE INCLUDE ITEMS PAID OUT OF POCKET TO REPAY A PRIOR NON-MEANS TESTED OVERPAYMENT RECEIVED FROM THAT SOURCE. UNEMPLOYMENT COMPENSATION IS CONSIDERED A NON-MEANS TESTED PROGRAM. FOR EXAMPLE, PAO RECEIVES FS AND UNEMPLOYMENT COMPENSATION (UC). UC IS NOT A MEANS TESTED PROGRAM. PAO HAD AN OVERPAYMENT IN HIS UC AND \$25 IS BEING RECOUPED IN HIS CURRENT CHECKS. HIS GROSS IS \$500 AND HIS NET IS \$475. SINCE UC IS NOT A MEANS TESTED PROGRAM, BUDGET THE NET \$475 AS INCOME FOR FS. THIS DOES NOT INCLUDE CS THAT IS WITHHELD FROM WEEKLY UC PAYMENTS. WE WOULD COUNT THE GROSS UC ON AFUI AND BUDGET THE CS PAID OUT ON AFSP IN THOSE CASES.

04 16 03 \*\*\*\* DX DISPOSITION COMPLETION REMINDER \*\*\*\*

REMEMBER, DATA EXCHANGE DISPOSITIONS NEED TO BE COMPLETED WITHIN 45 DAYS. WHEN TRANSFERRING A CASE OUT OF YOUR COUNTY OR IF A CASE IS GOING TO TRANSFER BACK TO THE CAPO WITHIN THE NEXT 90 DAYS, PLEASE REMEMBER TO CHECK FOR ANY OUTSTANDING DX DISPOSITIONS THAT EXIST ON THAT CASE AND COMPLETE THEM APPROPRIATELY. ONCE THE CASE IS TRANSFERRED OUT OF YOUR COUNTY, YOU WILL NO LONGER HAVE UPDATE ACCESS TO THAT CASE.

04 23 03 \*\*\*\* FS BIWEEKLY PAYMENT ACCURACY TIP \*\*\*\*

THE FAMILY GROUP MUST CONSIST OF ANY ADULT CHILDREN UNDER THE AGE OF 22 THAT RESIDES WITH HIS/HER NATURAL, ADOPTIVE OR STEP-PARENT. THIS MEANS THAT ADULT CHILDREN UNDER 22 CAN NOT REQUEST SEPARATE FOOD UNITS FROM HIS/HER PARENT WHEN RESIDING TOGETHER. INCLUDE ALL HOUSEHOLD MEMBERS ON ANID WHEN APPROPRIATE.

04 26 03 \*\*\*\* BV CHANGES \*\*\*\*

BEGINNING 4/28 THE FOLLOWING BV CHANGES WILL GO INTO EFFECT: AGENCIES WILL NOT HAVE THE CAPABILITY TO WRITE OFF OR ADJUST AN OVERPAYMENT CLAIM THAT IS PAST 60 DAYS OF THE NOTICE DATE. THIS CHANGE IS IN ACCORDANCE WITH POLICY OUTLINED IN OPERATIONS MEMO 99-59. SECONDLY, AGENCIES WILL NO LONGER HAVE THE ABILITY TO DELETE A REPAYMENT AGREEMENT ON BVPA. IF THE WRONG INFORMATION IS ENTERED ON BVPA, A MANUAL RPA SHOULD BE GENERATED ON BVSL. THIS WILL CLEAR ALL THE FIELDS ON BVPA SO THAT THE CORRECT INFORMATION CAN BE ENTERED (THE NEW RPA DOES NOT HAVE TO BE MAILED OUT IN THIS CASE).

04 26 03 \*\*\*\* REFERENCE TABLE TWCC \*\*\*\*

IT HAS BEEN NECESSARY TO FURTHER MODIFY REFERENCE TABLE TWCC. OPS MEMO 03-25 HAD OUTLINED CHANGES TO THE TABLE THAT WERE EFFECTIVE 4-1-03. AS OF 4-28-03, TWCC WILL CONTAIN THE FOLLOWING VALUES (NOTE FOR EACH NEW VALUE, THE VALUE THAT IT IS REPLACING IS INDICATED):

A - SUCCESSFULLY COMPLETED

B - UNSUCCESSFULLY COMPLETED/INTERRUPTED

K - FAILED TO PARTICIPATE - NOT GOOD CAUSE, REPLACES VALUE E.

L - INAPPROPRIATE ASSIGNMENT, REPLACES VALUE F.

N - ACTIVITY ENDED DUE TO CMF PLACEMENT/EMPLOYMENT, REPLACES VALUE C.

P - COMPLETED APPROPRIATE FORMAL ASSESSMENT WITHIN PRIOR 12 MO. , REPLACES VALUE D.

T - TRANSFERRED CASE , REPLACES VALUE M.

PLEASE REFER TO THE NEW OPS MEMO 03-31 FOR FURTHER CLARIFICATION.

04 26 03 \*\*\*\*\* FOOD STAMP HANDBOOK RELEASE \*\*\*\*\*

FOOD STAMP HANDBOOK RELEASE 03-02 WAS RELEASED ON APRIL 25, 2003 WITH AN EFFECTIVE DATE OF THE SAME DAY. TO SEE THE CHANGES, GO TO THE FS HANDBOOK HOMEPAGE AT [HTTP://WWW.DWD.STATE.WI.US/DESFHKB/HANDBOOK/](http://www.dwd.state.wi.us/desfshbk/handbook/) AND CLICK ON THE GREEN SHEETS LINK AND CHOOSE 03-02.

04 30 03 \*\*\*\* PAYMENT ACCURACY BIWEEKLY \*\*\*\*

\*\*\*\* PROSPECTIVE BUDGETING TIP \*\*\*\*

IT IS VERY IMPORTANT DURING THE INVESTIGATIVE INTERVIEW TO ASK THE CLIENT WHETHER THE INCOME FROM THE PREVIOUS 30 DAYS IS THE INCOME THAT IS EXPECTED TO BE RECEIVED IN FUTURE MONTHS. THE PREVIOUS 30 DAYS MAY NOT INCLUDE A RATE OF PAY INCREASE OR A CHANGE IN HOURS. THE CURRENT RATE OF PAY IS WHAT IS TO BE USED DURING ANY CONVERSION OF INCOME. IF THE PAYSTUBS FROM THE LAST 30 DAYS DO NOT VERIFY THIS RATE OF PAY, FURTHER VERIFICATION IS NEEDED.

04 30 03 \*\*\*\* CTS MAIL IN APPLICATION \*\*\*\*

A MAIL IN APPLICATION FORM (DDE-2571) AND INSTRUCTIONS (DDE-2571A) FOR CTS ARE NOW AVAILABLE ON THE ELIGIBILITY MANAGEMENT HOME PAGE AT [WWW.DHFS.STATE.WI.US/EM/INDEX.HTM](http://WWW.DHFS.STATE.WI.US/EM/INDEX.HTM). THIS FORM WILL BE AVAILABLE ON THE INTERNET ONLY. PLEASE DISCONTINUE USING THE DES-2035 FOR CTS APPLICATIONS IMMEDIATELY.

04 30 03 \*\*\*\* BST IMPLEMENTATION AND ALERTS ISSUE \*\*\*\*

THE BARRIERS SCREENING TOOL (BST) WILL BE AVAILABLE TO PARTS OF THE STATE BEGINNING THURSDAY, MAY 1, BASED ON THE TRAINING AND IMPLEMENTATION SCHEDULE ATTACHED TO OPS MEMO 03-16. SECURITY ACCESS TO THE TOOL IS OUTLINED IN OPS MEMO 3-17. THIS DXBM ADDRESSES THE BST ALERTS ISSUE.

FOR NEW PARTICIPANTS (AS DEFINED IN THE W-2 SCREENING AND ASSESSMENT POLICY DOCUMENT), FEPS WILL RECEIVE ALERTS THROUGH THE CARES SYSTEM AT THE TIME OF INITIAL PLACEMENT AND 15 DAYS FOLLOWING INITIAL PLACEMENT, NOTIFYING THEM THAT THE PARTICIPANT MUST BE SCREENED. IF THE PARTICIPANT HAS NOT BEEN SCREENED BY THE 31<sup>ST</sup> DAY, AN ALERT WILL AGAIN BE TRIGGERED NOTIFYING THE FEP THAT THE SCREENING IS OVERDUE. NEW PARTICIPANTS WHO ARE NOT SCREENED WITHIN 30 DAYS AFTER INITIAL W-2 PLACEMENT WILL BE INCLUDED IN A REPORT FOR MONITORING BY THE W-2 AGENCY AND THE REGIONAL OFFICE.

BEGINNING ON MAY 1, 2003, THESE ALERTS WILL BE TRIGGERED FOR NEW PARTICIPANTS STATEWIDE. AGENCIES THAT ARE SCHEDULED TO IMPLEMENT THE BST ON MAY 1ST, SHOULD BEGIN USING THESE ALERTS IMMEDIATELY TO ASSIST IN DETERMINING WHICH PARTICIPANTS MUST BE SCREENED. AGENCIES THAT ARE SCHEDULED TO IMPLEMENT THE BST IN JUNE OR JULY WILL ALSO RECEIVE THESE ALERTS BEGINNING MAY 1ST. ALERTS THAT ARE RECEIVED PRIOR TO THE DATE THE W-2 AGENCY IS SCHEDULED TO IMPLEMENT THE TOOL SHOULD BE DELETED BY THE FEP AND SHOULD NOT BE ACTED ON. THOSE PARTICIPANTS FOR WHOM AN ALERT IS RECEIVED PRIOR TO THE DATE THE AGENCY IS SCHEDULED TO IMPLEMENT THE BST WILL BE CONSIDERED ONGOING PARTICIPANTS FOR THE PURPOSES OF SCREENING AND SHOULD BE SCREENED WITHIN 30 DAYS AFTER THEIR NEXT REVIEW OF ELIGIBILITY.

WHILE THE ALERTS WILL BE TRIGGERED FOR ALL NEW PARTICIPANTS STATEWIDE BEGINNING MAY 1, 2003, THE TWO NEW REPORTS THAT WILL TRACK PARTICIPANTS WHO ARE OVERDUE FOR A SCREENING WILL ACCURATELY REFLECT THE STAGGERED IMPLEMENTATION OF THE BST ACROSS THE STATE.

05 01 03 \*\*\*\* BARRIERS SCREENING TOOL LANDING PAGE \*\*\*\*

THE DEPARTMENT HAS MADE AVAILABLE A LANDING PAGE FOR THE BARRIERS SCREENING TOOL (BST.) THE ADDRESS OF THIS PAGE IS [HTTP://WWW.DWD.STATE.WI.US/DWS/W2/BST/DEFAULT.HTM](http://www.dwd.state.wi.us/dws/w2/bst/default.htm). THIS PAGE CONTAINS LINKS TO THE FOLLOWING RESOURCES: THE BST LOG-IN PAGE; THE BST WEB ACCESS REQUEST FORM; THE W2 BST AGREEMENT FORM; THE DOMESTIC ABUSE SELF ADMINISTRATION FORM; THE W2 SCREENING AND ASSESSMENT DOCUMENT; AND A Q&A SECTION FROM THE BARRIERS TRAINING SESSIONS, WHICH IS CURRENTLY UNDER DEVELOPMENT.

05 02 03 \*\*\*\* SWICA CROSS MATCHES \*\*\*\*

THERE WAS A PROBLEM WITH THE TARGETING OF SWICA CROSS MATCHES FOR THE 4TH QUARTER OF 2002 THAT CREATED TOO MANY MATCHES/DISPOSITIONS ON 4/25/03. WE HAVE IDENTIFIED THE PROBLEM AND WILL BE FIXING THIS IN THE NEXT FEW WEEKS. THIS WEEKEND, WE WILL RUN AN ACTION IN CARES TO DELETE ALL SWICA MATCHES THAT WERE CREATED ON 4/25/03 THAT STILL NEED A WORKER ACTION (WA) ON THEM. IN THE MEANTIME, IT IS NOT NECESSARY FOR WORKERS TO TAKE ACTIONS ON THE SWICA CROSS MATCHES RECEIVED 4/25/03 FOR THE 4TH QUARTER OF 2002. THANKS FOR YOUR PATIENCE AND FOR REPORTING THIS PROBLEM TO US SO TIMELY.

05 06 03 \*\*\*\* BST ALERT ISSUE \*\*\*\*

A DXBM DATED 4-30-03 INDICATED THAT ALL PARTS OF THE STATE WILL RECEIVE BARRIERS SCREENING TOOL (BST) ALERTS FOR NEW PLACEMENTS STARTING MAY 1, 2003, IRRESPECTIVE OF THE PLANNED BST TRAINING AND IMPLEMENTATION SCHEDULE. THE PROBLEM IDENTIFIED BELOW APPLIES TO ONLY THOSE PORTIONS OF THE STATE THAT GAINED ACCESS TO THE BST AS OF MAY 1, 2003. ALL OTHER AREAS OF THE STATE THAT WILL NOT HAVE ACCESS UNTIL JUNE 1ST AND JULY 1ST, CAN IGNORE THIS DXBM.

AN ERROR HAS BEEN IDENTIFIED IN THE CURRENT BARRIERS ALERT BATCH PROCESS WHICH BEGAN RUNNING ON THE EVENING OF MAY 1, 2003. ALERTS ARE INCORRECTLY BEING GENERATED FOR INDIVIDUALS WHO WERE PLACED PRIOR TO MAY 1ST. THE 15 DAY ALERTS SHOULD ONLY BE RUN ON MAY 15TH FOR INDIVIDUALS PLACED ON MAY 1ST. THE 31 DAY OR OVERDUE ALERT SHOULD ONLY BE RUN ON MAY 30TH FOR INDIVIDUALS PLACED ON MAY 1ST. THE ALERT LOGIC WILL BE UPDATED TO CORRECT THIS ERROR.

THE FIX IS SCHEDULED TO MOVE INTO THE PRODUCTION ENVIRONMENT ON THE EVENING OF MAY 8TH. UNTIL THAT TIME, PLEASE IGNORE AND DELETE ALL ALERTS THAT SPECIFY THAT A SCREEN IS REQUIRED IN 15 DAYS (339) OR THAT A SCREEN IS OVERDUE (341). WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE.

05 07 03 \*\*\*\* PAYMENT ACCURACY BIWEEKLY TIP \*\*\*\*

IF SOMEONE IS REPORTED TO HAVE MOVED OUT OF THE HOME, TRAN TO ANLA, CODE THE PERSON AS A '15' AND ENTER THE DATE THAT THIS ARRANGEMENT OCCURRED. RUN SFEX/D. THEN GO BACK TO ANID AND DELETE THE PERSON FROM THE CASE AND RUN SFEX/D AGAIN. REMEMBER TO ALWAYS CHECK THE EESI AND EEIE TO BE SURE ALL HOUSEHOLD MEMBERS THAT SHOULD BE INCLUDED ARE INCLUDED IN THE BENEFIT AND THAT THE BENEFIT CALCULATIONS ARE CORRECT.

05 14 03 \*\*\*\* PAYMENT ACCURACY BIWEEKLY \*\*\*\*

\*\*\*\* PROSPECTIVE BUDGETING TIP \*\*\*\*

THERE ARE A NUMBER OF STEPS NEEDED WHEN MAKING A CHANGE TO AN INCOME SCREEN. FOR EXAMPLE, IF A CLIENT REPORTS THE LOSS OF A JOB, INFORMATION WILL NEED TO BE ENTERED ON AFEI FOR THE LAST DATE OF EMPLOYMENT, LAST PAY DATE AND THE AMOUNT OF THE MONTHLY INCOME DURING THE MONTH OF THE LOSS OF EMPLOYMENT. (REMEMBER THAT ACTUAL INCOME CAN BE USED WHEN A SOURCE OF INCOME IS BEGINNING OR ENDING AND A FULL MONTH'S INCOME IS NOT EXPECTED TO BE RECEIVED PER OPS MEMO 01-01). BE SURE TO INVESTIGATE UNEMPLOYMENT BENEFITS AND VOLUNTARY QUIT, WHERE APPLICABLE.

05 16 03 \*\*\*\* SWICA MATCHES DLSW \*\*\*\*

ON 5/2/03 AGENCIES WERE NOTIFIED OF A PROBLEM WITH THE TARGETING OF THE SWICA MATCHES FOR THE 4TH QUARTER OF 2002. THOSE INCORRECT DISPOSITIONS WERE DELETED THE WEEKEND OF 5/3/03. THE SWICA MATCH RAN SUCCESSFULLY 5/9/03 (PLEASE SEE DXBM DATED 5/9) USING THE DATE OF 4/25/03. THE SWICA (DLSW) DISPOSITIONS THAT ARE DATED 4/25/03 ARE VALID AND SHOULD BE PROCESSED.

05 20 03 \*\*\*\* CARES CALL CENTER NOT AVAILABLE \*\*\*\*

THE CARES INFORMATION AND PROBLEM RESOLUTION CENTER STAFF WILL BE UNAVAILABLE FROM 9:30 AM - 1:00 PM ON TUESDAY, MAY 20TH DUE TO A BUREAU MEETING.

05 21 03 \*\*\*\* PAYMENT ACCURACY BIWEEKLY TIP \*\*\*\*

A VOLUNTARY JOB QUIT (VQ) OCCURS WHEN A FS GROUP MEMBER, OR FS APPLICANT, MEETS THE CRITERIA OUTLINED IN THE FSET MANUAL IN CHAPTER 5, 5.5.1. IT IS VERY IMPORTANT TO REMEMBER THAT IN ORDER TO APPLY THE VOLUNTARY QUIT POLICY, THE PERSON WOULD HAVE TO BE, OR WOULD BE, A MANDATORY PARTICIPANT IN FSET. THIS IS JUST ONE CRITERIA. PLEASE REVIEW CHAPTER 5.5.1 AS WELL AS THE GOOD CAUSE REASONS LISTED IN CHAPTER 5, 5.5.3 OF THE FSET MANUAL.

05 24 03 \*\*\*\* W-2 DUPLICATE PAYMENT FIX \*\*\*\*

A CARES CHANGE HAS BEEN IMPLEMENTED ON MAY 24, 2003 TO FIX A DUPLICATE BENEFIT ISSUANCE PROBLEM THAT HAS BEEN OCCURRING FOR SOME W-2 CASES. DUPLICATE PAYMENTS FOR THE SAME PARTICIPATION PERIOD WERE OCCURRING WHEN A W-2 AG WAS CLOSING AT ADVERSE ACTION FOR THE MONTH, BUT THE W-2 AG WAS REOPENED BEFORE THE END OF THE MONTH. CARES WAS NOT CHECKING THAT A PAYMENT WAS ISSUED FOR THIS PARTICIPATION PERIOD WHEN ELIGIBILITY WAS RUN WITH DATES. THIS SITUATION HAS BEEN CORRECTED.

05 24 03 \*\*\*\* FOOD STAMP HANDBOOK RELEASE \*\*\*\*

FOOD STAMP HANDBOOK RELEASE 03-03 WAS RELEASED ON MAY 23, 2003 WITH AN EFFECTIVE DATE OF MAY 27, 2003. TO SEE THE CHANGES, GO TO THE FS HANDBOOK HOMEPAGE AT [HTTP://WWW.DWD.STATE.WI.US/DESFSHBK/HANDBOOK/](http://www.dwd.state.wi.us/desfshbk/handbook/) AND CLICK ON THE GREEN SHEETS LINK AND CHOOSE 03-03.

05 24 03 \*\*\*\* WSSA CONFERENCE REMINDER \*\*\*\*

REGISTRATIONS FOR THE WSSA SUMMER CONFERENCE ARE STILL BEING EXCEPTED, AND ENCOURAGED, EVEN. THE CONFERENCE WILL BE HELD JUNE 4-6, 2003 AT THE HO-CHUNK HOTEL AND CONFERENCE CENTER.

"ETHICS AND BOUNDARIES" WILL BE PRESENTED ON WEDNESDAY, JUNE 4TH, STARTING AT 8:00 AM. ECM CREDIT WILL BE AVAILABLE FOR MANY OF THE OTHER PRESENTATIONS.

GO TO [HTTP://WSSA.WS](http://WSSA.WS) FOR THE BROCHURE, REGISTRATION FORM, AND OTHER INFORMATION.

05 26 03 \*\*\*\* BARRIERS SCREENING TOOL REPORTS \*\*\*\*

EFFECTIVE TUESDAY, MAY 27, THE BARRIERS SCREENING TOOL (BST) REPORTS MODULE WILL BE AVAILABLE TO BST USERS BY SELECTING THE REPORTS LINK FROM THE HOME PAGE OF THE BARRIERS SCREENING APPLICATION. WORKERS WILL ONLY BE ABLE TO VIEW REPORTS FOR THE OFFICES TO WHICH THEIR IDS ARE ASSIGNED ON CARES SCREEN SMWP. THREE REPORTS WILL BE AVAILABLE: 1)DELETED SCREENING RECORDS REPORT. THIS REPORT WILL LIST DELETED SCREENING RECORDS; 2)OVERDUE SCREENING REPORT FOR NEW PLACEMENTS. THIS REPORT WILL LIST NEW PARTICIPANTS (AS DEFINED IN SCREENING AND ASSESSMENT POLICY DOCUMENT) WHO ARE NOT SCREENED WITHIN 30 DAYS OF PLACEMENT ON ACWI. 3)OVERDUE SCREENING REPORT FOR ON-GOING PLACEMENTS. THIS REPORT WILL LIST ON-GOING PARTICIPANTS NOT SCREENED WITHIN 30 DAYS AFTER THE COMPLETION OF THEIR W2 ELIGIBILITY REVIEW.

05 27 03 CARES HAS BEEN UPDATED TO ELIMINATE THE POPULATION OF OLD END DATES ON THE "CASE CLOSED DATE" FIELD ON ACCH IF ALL AGS ARE DENIED AT INTAKE THE CURRENT DATE WILL BE POPULATED AS THE CASE CLOSURE DATE.

05 28 03 \*\*\* PAYMENT ACCURACY WEEKLY TIP \*\*\*

THIS IS A REMINDER THAT A WORKER MUST GATHER, AT A MINIMUM, THE LAST 30 DAYS OF INCOME TO DETERMINE A PROSPECTIVE ESTIMATE. IF THE LAST 30 DAYS OF INCOME IS NOT INDICATIVE OF WHAT IS EXPECTED TO BE RECEIVED, THIS MUST BE DOCUMENTED AND FURTHER VERIFICATION GATHERED. REMEMBER TO ENTER YOUR REASONING ON AFDE AND/OR ACCC.

05 30 03 \*\*\*\*\* WSSA CONFERENCE JUNE 4-6 \*\*\*\*\*

LATE REGISTRATIONS WILL BE ACCEPTED AT THE CONFERENCE REGISTRATION DESK IF YOU HAVE NOT BEEN ABLE TO PRE-REGISTER. FOR CONFERENCE INFORMATION AND BROCHURE AND LINKS TO THE WEDNESDAY MORNING EVENT, GO TO WSSA.WS.

06 03 03 \*\*\*\*\*CAF PROBLEMS FIXED\*\*\*\*\*

THE CARES PRINTED CAF PROBLEMS HAVE BEEN FIXED. FS APPLICANTS MUST INITIAL THE ADDED STATEMENT AT INTAKE AND REVIEW INDICATING THAT THEY UNDERSTAND THAT THEY ARE NOT REQUIRED TO REPORT A DECREASE IN INCOME. WE ANTICIPATE THAT CLIENT-CAUSED UNDER ISSUANCE ERRORS WILL BE REDUCED AS A RESULT. THE LINES FOR AUTHORIZED REPRESENTATIVE AND AGENCY WITNESS SIGNATURES WILL ALSO APPEAR ON THE PRINTED CAF.

06 03 03 \*\*\*\*\*FS ASSET VERIFICATION\*\*\*\*\*

WHEN THE POLICY CHANGE FOR SELF-DECLARATION OF ASSETS FOR FOOD STAMPS WENT INTO EFFECT, NOT ALL THE CARES ASSET SCREENS WERE UPDATED TO ACCOMMODATE THE CHANGE IN POLICY. SCREENS AAJO, AABA, AND AALS WILL STILL FAIL OR PEND FOOD STAMPS IF AN NV OR ? IS ENTERED ON THE VERIFICATION FIELD. UNLESS THE ASSET IS QUESTIONABLE, THIS IS NOT CORRECT. THESE SCREENS WILL BE UPDATED 06/21/03. UNTIL THEN, WORKERS SHOULD NOT FAIL OR PEND A FOOD STAMP CASE BASED ON AN ASSET THAT IS NOT QUESTIONABLE. INFORMATION ON THE POLICY FOR SELF-DECLARATION FOR ASSETS FOR FOOD STAMPS IS IN OPS MEMO 03-28.

06 04 03 \*\*\*\*\*PAYMENT ACCURACY WEEKLY TIP\*\*\*\*\*

WISCONSIN HAS CHOSEN TO IMPLEMENT A SIMPLIFIED DEFINITION OF ASSETS BY EXCLUDING REAL PROPERTY AS A COUNTED ASSET. OTHER ASSET INFORMATION MUST CONTINUE BE GATHERED. ALTHOUGH THE VERIFICATION REQUIREMENTS FOR ASSETS HAVE BEEN REDUCED, THE ASSET LIMIT OF \$3000 FOR ELDERLY & DISABLED AND \$2000 FOR OTHER FOOD STAMP GROUPS STILL EXISTS. THE ASSET QUESTIONS MUST BE ASKED DURING THE INTERVIEW AND THE INFORMATION MUST BE ENTERED IN CARES.

06 04 03 \*\*\*\*\*PAYMENT ACCURACY WEEKLY TIP (CONT)\*\*\*\*\*

VERIFICATION OF ASSETS WILL NO LONGER BE REQUIRED UNLESS THE INFORMATION REPORTED IS QUESTIONABLE. SEE OPS MEMO 03-28 FOR THE CRITERIA THAT MAKE AN ASSET QUESTIONABLE AND FOR THE CARES PROCESSING INSTRUCTIONS WHEN THERE IS A REQUEST FOR VERIFICATION OF A QUESTIONABLE ITEM.

06 05 03 \*\*\* BST ALERTS FOR AGENCIES GAINING ACCESS JUNE 1 \*\*\*

AGENCIES THAT GAINED ACCESS TO THE BARRIERS SCREENING TOOL (BST) STARTING JUNE 1, 2003, WILL HAVE RECEIVED SCREENING TOOL ALERTS THROUGHOUT MAY FOR W2 PLACEMENTS MADE IN MAY, AND WILL CONTINUE TO RECEIVE IN JUNE THE 15 DAY AND OVERDUE ALERTS FOR PLACEMENTS MADE IN MAY. PLEASE REMEMBER THAT ALERTS TO CONDUCT A SCREEN WILL ONLY BE VALID FOR PLACEMENTS MADE ON JUNE 1 AND AFTER. BST ALERTS FOR PLACEMENTS THAT WERE MADE PRIOR TO JUNE 1 CAN BE IGNORED.

FOR THESE AGENCIES, INDIVIDUALS PLACED IN MAY SHOULD BE TREATED AS ON-GOING PARTICIPANTS AND SHOULD BE SCREENED WITHIN 30 DAYS AFTER THEIR W2 REVIEW OF ELIGIBILITY.

06 05 03 \*\*\*\*\*NEW FS REQUEST FIELD\*\*\*\*\*

A NEW FIELD, "ARE YOU REQUESTING FOOD STAMPS" HAS BEEN ADDED TO SCREEN CRES. IF AN "N" IS ENTERED FOR THIS QUESTION, THE WORKER DOES NOT NEED TO FILL OUT THE REMAINING FIELDS BUT CAN JUST HIT ENTER AND MOVE OFF THE SCREEN. IF A "Y" IS ENTERED, THE REMAINING FIELDS MUST BE FILLED OUT SO THE PRIORITY SERVICE DETERMINATION CAN BE DONE.

06 06 03 \*\*\*\* BPS NEW WEB SITES \*\*\*\*

THE BPS TRAINING SECTION REDESIGN PROJECT IS COMPLETE AND THE NEW WEB SITES ARE NOW AVAILABLE. CHECK IT OUT AT: [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULT.HTM](http://www.dwd.state.wi.us/destrain/trainsec/default.htm).

06 07 03 \*\*\*\*\*NEW FS REQUEST FIELD\*\*\*\*\* (Note: this is the completion from 06 05 03)

A NEW FIELD, "ARE YOU REQUESTING FOOD STAMPS" HAS BEEN ADDED TO SCREEN CRES. IF AN "N" IS ENTERED FOR THIS QUESTION, THE WORKER DOES NOT NEED TO FILL OUT THE REMAINING FIELDS BUT CAN JUST HIT ENTER AND MOVE OFF THE SCREEN. IF A "Y" IS ENTERED, THE REMAINING FIELDS MUST BE FILLED OUT SO THE PRIORITY SERVICE DETERMINATION CAN BE DONE.

06 12 03 \*\*\*\*\*ABAWD WAIVER EXTENDED\*\*\*\*\*

FNS HAS APPROVED WISCONSIN'S REQUEST TO EXTEND THE WAIVER EXEMPTING ABAWDs FROM TIME-LIMITED FS BENEFIT REQUIREMENTS THROUGH 03/31/04. WORKERS ARE NOT REQUIRED TO TRACK ABAWD STRIKES, HOWEVER ABAWDs CONTINUE TO BE MANDATORY FSET PARTICIPANTS AND ARE SUBJECT TO FSET SANCTIONS FOR NON-PARTICIPATION. SEE OM 02-29.

06 13 03 \*\*\*\*\*FS PAYMENT ACCURACY WEEKLY TIP\*\*\*\*\*

REAL PROPERTY IS NO LONGER A COUNTABLE ASSET FOR FOOD STAMPS. IT IS NOT REQUIRED TO ASK OR GATHER INFORMATION RELATED TO NON-HOMESTEAD PROPERTY, INCOME PRODUCING PROPERTY, HOUSEHOLD GOODS AND PERSONAL EFFECTS, OR THOSE ASSETS LISTED ON SCREEN AAAQ. THERE IS STILL AN ASSET TEST FOR FOOD STAMP ELIGIBILITY, BUT ONLY FOR THOSE NON-EXEMPT ASSETS OF FOOD STAMPS MEMBERS AS LISTED ON SCREEN AALQ.

06 19 03 \*\*\*\*\* CARES AVAILABILITY \*\*\*\*\*

REMINDER: CARES ONLINE WILL NOT BE AVAILABLE THIS SATURDAY JUNE 21, 2003.

06 19 03 CTS RETROACTIVE BENEFIT REMINDERS

WHEN AUTHORIZING RETROACTIVE CTS BENEFITS, MAKE CERTAIN THE FOLLOWING:

1. THE PARENT HAS NOT RECEIVED W-2 CASH BENEFITS FOR ANY OF THE RETROACTIVE MONTHS.
2. ELIGIBILITY IS RUN IN CARES FOR EACH MONTH INCLUDED IN THE RETROACTIVE BENEFIT AUTHORIZATION.
3. A LOCAL AGENCY SUPERVISOR HAS REVIEWED AND SIGNED THE REQUEST.
4. THE PARENT(S) RECEIVED SSI CASH BENEFITS IN WI FOR EACH MONTH INCLUDED IN THE RETROACTIVE BENEFIT DETERMINATION.

06 20 03 \*\*\*\*\* NEW SSI PASS ACCOUNT FIELD ON AFDU\*\*\*\*\*

FOOD STAMP POLICY ALLOWS FOR THE EXEMPTION OF INCOME SET ASIDE FOR AN SSI PASS ACCOUNT. A NEW FIELD IS NOW AVAILABLE ON THE AFDU SCREEN CALLED THE SSI PASS ACCOUNT AMOUNT. THIS FIELD CAN BE USED WITH THE FOLLOWING UNEARNED INCOME TYPES: SI, SISS, OR SISE. FOR FOOD STAMP BUDGETING, CARES WILL SUBTRACT THE AMOUNT ENTERED ON THE SSI E PASS ACCOUNT FIELD FROM THE GROSS INCOME AMOUNT ENTERED.

06 20 03 \*\*\*\*\*NEW SSI PASS ACCOUNT FIELD ON AFDU CONT\*\*\*\*\*

IF THE SSI PASS ACCOUNT AMOUNT IS GREATER THAN THE GROSS INCOME AMOUNT, THE WORKER WILL GET THE EDIT MESSAGE "BTN - FYI - SSI PASS ACCT AMT GREATER THAN 'SI', 'SISS' OR 'SISE' PAYMENT AMT". IF THE ENTERED AMOUNTS ARE CORRECT, THE WORKER SHOULD HIT ENTER AGAIN TO PROCESS. CARES WILL THEN BUDGET ZERO FOR THAT INCOME TYPE.

06 20 03 \*\*\*\*\* FRAUD CONFERENCE ANNOUNCEMENT\*\*\*\*\*

MARK YOUR CALENDARS NOW! THE WISCONSIN ASSOCIATION ON PUBLIC ASSISTANCE FRAUD WILL BE HOSTING ITS ANNUAL TRAINING CONFERENCE ON OCTOBER 1-3 AT THE FOXHILLS GOLF RESORT & CONFERENCE CENTER, LOCATED IN MISHICOT, WI. TRAINING WILL BE HELD ON 2 TRACKS TO ACCOMMODATE EVERYONE! TOPICS WILL INCLUDE: IDENTIFYING IMMIGRANTS AND EVALUATING DOCUMENTATION, INTERVIEW AND INVESTIGATIVE TECHNIQUES, THE ADH PROCESS, CHILD CARE FRAUD, AND THE COLLECTIONS PROCESS. THE CONFERENCE HAS BEEN APPROVED FOR 20 HOURS OF ECM CREDITS. LOOK FOR MORE INFORMATION IN THE NEXT WAPAF NEWSLETTER, OR CONTACT YOUR WAPAF REGIONAL DIRECTOR.

06 21 03 \*\*\*\* NEW WTW PROGRAM TYPE CODE \*\*\*\*

EFFECTIVE MONDAY, JUNE 23, A NEW WTW PROGRAM TYPE CODE (FV) HAS BEEN ADDED TO REFERENCE TABLE TWTW TO BE USED FOR INDIVIDUALS ENROLLED INTO THE WTW FOX VALLEY WORKFORCE DEVELOPMENT BOARD PROGRAM IN THE FOX VALLEY WDA.

06 21 03 \*\*\*\* NEW COMPONENT COMPLETION CODE \*\*\*\*

EFFECTIVE MONDAY, JUNE 23, 2003 A NEW COMPLETION CODE WILL BE DISPLAYED ON COMPONENTS THAT WERE IN SCHEDULED PHASE ON WPCH, THAT WERE COMPLETED BY CARES AUTOMATICALLY WHEN THE WORKER POSTS THE SAME COMPONENT IN ACTUAL PHASE. THIS CODE IS "O" - SYSTEM COMPLETED, NEW PHASE POSTED.

06 25 03 \*\*\*\* W-2 CASE MANAGEMENT TRAINING OPPORTUNITIES \*\*\*\*

SAVE THE DATE! DWS, BPS WANTS YOU TO KNOW ABOUT AN EXCITING UPCOMING EVENT FOR W-2 CASE MANAGERS. GO TO [HTTP://WWW.QUIA.COM/PAGES/W2CONFERENCE2003.HTML](http://www.quia.com/pages/w2conference2003.html) TO FIND ALL INFORMATION RELATED TO THESE FALL CONFERENCES. IF YOU HAVE ANY QUESTIONS RELATED TO THIS EVENT, CONTACT JENNY RITCHEY AT 608-267-1426 OR JENNY.RITCHEY@DWD.STATE.WI.US.

06 25 03 \*\*\*\*\*PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

WE RECENTLY SENT OUT A DXBM REGARDING THE EXCLUSION OF REAL PROPERTY AS AN ASSET. PER FSHB 11.02.01, ALL REAL PROPERTY INCLUDING HOMESTEAD PROPERTY IS EXCLUDED AS AN ASSET IN THE FOOD STAMP ELIGIBILITY DETERMINATION. HOWEVER, THE INCOME FROM INCOME-PRODUCING PROPERTY IS STILL REQUIRED TO BE REPORTED AND VERIFIED. REFERENCE FSHB CH. 13 REGARDING FARMING AND SELF-EMPLOYMENT INCOME.

06 26 03 \*\*\*\*\*MAPP SPECIAL STATUS COLA DISREGARDS\*\*\*\*

ON 06/20/03 CARES WAS UPDATED TO ALLOW COLA DISREGARDS FOR MAPP CASES THAT ARE SPECIAL STATUS (503, DAC, WIDOW/WIDOWER). THE DISREGARD IS ALLOWED IN THE MAPP ELIGIBILITY DETERMINATION, BUT NOT ALLOWED IN THE MAPP PREMIUM CALCULATION.

Note: I was on vacation 6/30/03 – 07/07/03 so some DXBMs could be missing in this timeframe.

07 04 03 \*\*\*\*\* CHILD CARE ATTENDANCE FORMS \*\*\*\*\*

DUE TO THE 4TH OF JULY HOLIDAY, THE BI-WEEKLY CHILD CARE ATTENDANCE REPORT FORMS, WHICH WOULD NORMALLY BE MAILED ON FRIDAY, WILL NOT BE MAILED UNTIL MONDAY, JULY 7.

07 07 03 \*\*\*\*\* IRREVOCABLE BURIAL TRUSTS \*\*\*\*\*

EFFECTIVE JULY 1, 2003, STATE LAW IN SECTION 445.125 (1) (A) 2. OF THE STATUTES WAS CHANGED TO RAISE THE AMOUNT OF FUNDS WHICH MAY BE KEPT IN AN IRREVOCABLE BURIAL TRUST FROM \$2,500 TO \$3,000. THIS CHANGE MEANS THAT UP TO \$3,000 IN IRREVOCABLE BURIAL TRUSTS ARE EXEMPT WHEN DETERMINING ELIGIBILITY FOR ALL CATEGORIES OF EBD MEDICAID.

07 07 03 \*\*\*\*\* ADJUSTMENT TO THE NEW AFWG SCREEN \*\*\*\*\*

THE NEW AFWG SCREEN HAS BEEN ADJUSTED TO ALLOW THE AVERAGE HOURS TO INCLUDE TWO DECIMAL PLACES. WORKERS SHOULD COMPUTE THE AVERAGE HOURS AND ROUND TO NEAREST HUNDREDTH OF AN HOUR.

07 07 03 \*\*\*\*\* REVIEW ALERTS FOR SC REVIEWS \*\*\*\*\*

ON 7/4/03 THE PROCESS THAT CREATES REVIEW ALERTS (085) AND NOTICES (CML1) FOR CASES DUE FOR REVIEW INCORRECTLY CREATED ALERTS AND REVIEW NOTICES FOR SC REVIEWS DUE FOR AUGUST (THE NOTICES WERE INTERCEPTED AND NOT SENT TO SC PARTICIPANTS). THE ALERTS WERE INCORRECTLY SENT TO THE ES WORKER ON MIXED CASES. THE PROCESS HAS BEEN CORRECTED. ALERTS FOR SC REVIEWS WILL NOT BE CREATED FOR ES WORKERS FOR MIXED CASES WITH SC REVIEWS DUE IN SEPTEMBER. PLEASE CHECK YOUR ALERTS (085). IF THE REVIEW IS DUE FOR SC ONLY, THIS ALERT SHOULD BE DELETED. SC PARTICIPANTS WILL RECEIVE A REVIEW FORM AND NOTICE THROUGH A SEPARATE SC PROCESS. SORRY FOR ANY INCONVENIENCE OR CONFUSION THAT THIS CAUSED.

07 07 03 \*\*\*\*\* HELP TEXT FOR ALERTS \*\*\*\*\*

HELP TEXT FOR THE FOLLOWING FS EBT ALERTS IS NOW AVAILABLE: ALERTS 285, 286, 316, 317 AND 331. YOU CAN ACCESS THE TEXT DIRECTLY BY ENTERING CUAH IN THE TRAN FIELD AND THE ALERT NUMBER IN THE PARMS FIELD.

07 10 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

WISCONSIN HAS CHOSEN TO IMPLEMENT A SIMPLIFIED DEFINITION OF ASSETS BY EXCLUDING REAL PROPERTY AS A COUNTED ASSET. OTHER ASSET INFORMATION MUST CONTINUE TO BE GATHERED. ALTHOUGH THE VERIFICATION REQUIREMENTS FOR ASSETS HAVE BEEN REDUCED, THE ASSET LIMIT OF \$3000 FOR ELDERLY & DISABLED AND \$2000 FOR OTHER FOOD STAMP GROUPS STILL EXISTS. THE ASSET QUESTIONS MUST BE ASKED DURING THE INTERVIEW AND THE INFORMATION MUST BE ENTERED IN CARES. VERIFICATION OF ASSETS WILL NO LONGER BE REQUIRED UNLESS THE INFORMATION REPORTED IS QUESTIONABLE. SEE OPS MEMO 03-28 FOR THE CRITERIA THAT MAKES AN ASSET QUESTIONABLE AND FOR THE CARES PROCESSING WHEN THERE IS A REQUEST FOR VERIFICATION OF A QUESTIONABLE ITEM.

07 17 03 \*\*\*\*\* SECURITY MANUAL RELEASE 03-01 \*\*\*\*\*

THE SECURITY MANUAL HAS BEEN UPDATED. UPDATES CAN BE FOUND AT:  
THE STAFF LOCATION IS (INTRANET):

[HTTP://DWDWORKWEB/DWS/MANUALS/SECURITYMANUAL.HTM](http://DWDWORKWEB/DWS/MANUALS/SECURITYMANUAL.HTM)

THE PARTNER LOCATION IS (EXTRANET):

[HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/SECURITYMANUAL.HTM](http://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/SECURITYMANUAL.HTM)

THE SECURITY MANUAL RELEASE 03-01 IS NOW AVAILABLE ONLINE. THE FOLLOWING CHAPTER/APPENDIXES HAVE BEEN REVISED:

TABLE OF CONTENTS

SUMMARY OF CHANGES

APPENDIX 01 - FORMS - PP. 1-5

APPENDIX 05 - DWD SECURITY POLICY



07 22 03 \*\*\*\* ACTP - W-2 TWO PARENT FIX \*\*\*\*

W-2 TWO PARENT PARTICIPATION FIX EFFECTIVE 07/19/2003

IN SOME CASES, THE TWO PARENT PARTICIPATION RESULT WAS BEING DETERMINED INCORRECTLY WHEN THERE WERE TWO ELIGIBLE ADULT PARENTS IN THE W-2 HOUSEHOLD. CARES WILL NOW SET THE TWO PARENT PARTICIPATION RESULT ON ACTP TO "Y" FOR ALL CASES WITH TWO ELIGIBLE ADULT PARENTS IN THE W-2 ASSISTANCE GROUP, ONE OF WHOM IS IN A CSJ OR W2T PLACEMENT, AND:

- 1) THE PARENTS HAVE A CHILD IN COMMON; OR
- 2) THE PARENTS ARE MARRIED AND EACH HAVE A CHILD OF THEIR OWN.

PLEASE CHECK YOUR EXISTING TWO PARENT W-2 CASES WITH PARTICIPANTS IN A CSJ OR W2T PLACEMENT TO VERIFY THAT THE TWO PARENT PARTICIPATION RESULT IS CORRECT. IF IT IS NOT, RE-RUN ELIGIBILITY ON THE CASE, CONFIRM THE OPEN W-2 AG AND RE-PROCESS ACTP. THE TWO PARENT PARTICIPATION RESULT SHOULD NOW BE CORRECT. AN INCORRECT RESULT FROM THE TWO PARENT PARTICIPATION DETERMINATION CAN CAUSE ERRORS IN THE PARTICIPATION REQUIREMENTS FOR THE SECOND PARENT AS WELL AS CLOCKS ERRORS.

07 23 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

OPS MEMO 03-39 DISCUSSES THE NEW CARES WAGE SCREEN, AFWG. THERE ARE NO CHANGES TO THE BUDGETING POLICIES FOR ANY OF THE PROGRAMS. THE NEW SCREEN ALLOWS FOR AUTOMATED CALCULATION OF MONTHLY EARNED INCOME FOR ALL PROGRAMS. REMEMBER FOR FOOD STAMPS TO USE INCOME RECEIVED DURING THE LAST 30 DAYS AS AN INDICATOR OF THE INCOME THAT IS AND WILL BE AVAILABLE TO THE HOUSEHOLD DURING THE CERTIFICATION PERIOD UNLESS THAT INCOME DOES NOT ACCURATELY INDICATE CHANGES IN INCOME THAT HAVE OCCURRED OR ARE ANTICIPATED TO OCCUR. PAY SPECIAL ATTENTION TO OVERTIME, BONUSES, AND SHIFT DIFFERENTIALS.

07 24 03 \*\*\*\* SEPTEMBER W2 CONFERENCES \*\*\*\*

DETAILED CONFERENCE AND REGISTRATION INFORMATION IS NOW AVAILABLE FOR THE W-2 CONFERENCES BEING HELD IN SEPTEMBER. GO TO: [WWW.QUIA.COM/PAGES/W2CONFERENCE2003.HTML](http://WWW.QUIA.COM/PAGES/W2CONFERENCE2003.HTML) (REMEMBER TO USE LOWER CASE).

07 25 03 \*\*\*\*\* MA U AND MAOU CHANGES \*\*\*\*\*

EFFECTIVE AUGUST 1, 2003, THE MA UNEMPLOYED PARENT DEPRIVATION STANDARD IS ALWAYS MET IN A 2-PARENT HOUSEHOLD. THIS MEANS THAT AS LONG AS THERE IS NON-FINANCIAL ELIGIBILITY, 2-PARENT FAMILIES WILL BE ASSESSED FOR MA U AND MAOU BASED UPON THEIR INCOME AND ASSETS, JUST AS 1-PARENT FAMILIES ARE FOR MAR/MAOR. LONGER BE SCHEDULED IN THE DRIVER FLOW WHEN RUNNING SFED OR SFEX, UNLESS YOU ARE DETERMINING ELIGIBILITY FOR BENEFIT MONTHS PRIOR TO AUGUST 2003.

IF ELIGIBILITY IS RUN FOR A DATE PRIOR TO 07/31/03, AGWH WILL BE SCHEDULED IN THE DRIVER FLOW AND ELIGIBILITY FOR MA U AND MAOU WILL BE DEPENDENT ON THE PRINCIPAL WAGE EARNER MEETING THE UNEMPLOYED PARENT REQUIREMENTS. CURRENTLY OPEN CASES DO NOT HAVE TO HAVE ELIGIBILITY FOR MAOU AND MA U REDETERMINED UNTIL THEIR NEXT ELIGIBILITY REVIEW. PLEASE SEE OPS MEMO 03-45 WHICH WILL BE RELEASED SOON.

07 25 03 \*\*\*\*\* DXRU UPDATE ISSUES \*\*\*\*\*

DATA EXCHANGE: THERE IS A PROBLEM WHERE WORKERS CANNOT COMPLETE DXRU (MATCH DISPOSITIONS) WHEN A CASE HAS CLOSED OR TRANSFERRED OUT OF THE COUNTY. THIS OCCURS WHEN THE SSN/PIN IS ASSOCIATED WITH MORE THAN ONE CASE NUMBER OR THE CASE IS IN ANOTHER COUNTY AND THE WORKER DOES NOT HAVE ACCESS TO THE MATCH. THIS HAS BEEN FIXED SO WORKERS WILL NOW HAVE ACCESS TO THE MATCHES ON CLOSED CASELOADS AND CASES THAT HAVE TRANSFERRED OUT OF THE COUNTY. THE INITIAL WORKER (WHO RECEIVED THE MATCH) AND THE CURRENT WORKER WILL HAVE ACCESS TO UPDATE REGARDLESS OF WHICH COUNTY THE CASE IS IN. THIS INCLUDES SUPS, ALTERNATES AND DIRECT OF EACH WORKER.

07 28 03 \*\*\*\*\*MAU/MAOU UPDATE\*\*\*\*\*

THE MAU/MAOU UPDATES TO CARES THIS LAST WEEKEND (07/25) WERE INCOMPLETE. AGWH WILL STILL BE SCHEDULED TODAY WHEN SFED/X IS RUN. THE MAU/MAOU UPDATES WILL BE COMPLETED TONIGHT, SO TOMORROW WHEN SFED/X IS RUN AGWH WILL NOT BE SCHEDULED. PLEASE SEE OPS MEMO 03-45 FOR FURTHER DETAILS. SORRY FOR ANY INCONVENIENCE THAT THIS MAY HAVE CAUSED.

08 01 03 \*\*\*\*\*DXRU UPDATE ISSUES\*\*\*\*\*

DATA EXCHANGE: THERE IS A PROBLEM WHERE WORKERS CANNOT COMPLETE DXRU (MATCH DISPOSITIONS) WHEN A CASE HAS CLOSED OR TRANSFERRED OUT OF THE COUNTY. THIS OCCURS WHEN THE SSN/PIN IS ASSOCIATED WITH MORE THAN ONE CASE NUMBER OR THE CASE IS IN ANOTHER COUNTY AND THE WORKER DOES NOT HAVE ACCESS TO THE MATCH. THIS HAS BEEN FIXED SO WORKERS WILL NOW HAVE ACCESS TO THE MATCHES ON CLOSED CASELOADS AND CASES THAT HAVE TRANSFERRED OUT OF THE COUNTY. THE INITIAL WORKER (WHO RECEIVED THE MATCH) AND THE CURRENT WORKER WILL HAVE ACCESS TO UPDATE REGARDLESS OF WHICH COUNTY THE CASE IS IN. THIS INCLUDES SUPS, ALTERNATES AND DIRECTORS OF EACH WORKER.

08 02 03 \*\*\*\* NEW EOS BENEFIT RECOVERY REPORT \*\*\*\*

A NEW BENEFIT RECOVERY EOS REPORT WAS CREATED AND IS NOW AVAILABLE. THE REPORT IS THE BV292A-MON AND BV292B-QTR AND IS NAMED "NEW CLAIMS ESTABLISHED" (FORM C190/191). THE REPORT SHOWS NEW OVERPAYMENT CLAIMS ESTABLISHED BY MONTH, COUNTY, PROGRAM AND ERROR TYPE INCLUDING TOTAL DOLLAR AMOUNT OF THE CLAIMS. THERE WILL ALSO BE A SEPARATE REPORT RUN QUARTERLY SHOWING YEAR-TO-DATE TOTALS.

08 02 03 \*\*\*\* TRAINING SECTION WEBSITES UPDATED \*\*\*\*

THE BPS TRAINING SECTION WEBSITES HAVE BEEN UPDATED FOR AUGUST 1, 2003. CHECK OUT THE UPDATES AT: [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULT.HTM](http://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULT.HTM)

08 04 03 \*\*\*\*\* ALERT 124 PROBLEM \*\*\*\*\*

MCI CHANGES IN CARES THAT OCCURRED OVER THE WEEKEND INCORRECTLY CHANGED OUR PROCESS FOR SSN MISMATCHES AND CREATED ALERT 124 (WRONG SSN, NAME OR DOB/SEE DXSN) BASED ON OLD DATA. WE ARE CORRECTING THE PROBLEM TONIGHT 08/04/03. ALL OF THE INCORRECT ALERTS WILL BE DELETED. AND DXSN INFORMATION WILL BE CORRECT BY 08/05/03. PLEASE DISREGARD ALERT 124 UNTIL TOMORROW (08/05/03).



08 07 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

PER OPS MEMO 03-42, BEGINNING 7/26/03, FOOD STAMP HOUSEHOLDS WITH 6 MONTH CERTIFICATION PERIODS WILL NO LONGER BE REQUIRED TO REPORT ANY CHANGES OTHER THAN IF THEIR GROSS MONTHLY INCOME EXCEEDS 130% OF THE FEDERAL POVERTY LIMIT. IT WILL BE EXTREMELY IMPORTANT THAT ALL CASES ARE SET UP CORRECTLY AT INTAKE AND REVIEW WITH CORRECT INCOME, EXPENSES, AND HOUSEHOLD COMPOSITION INFORMATION SO THAT THE CASE REMAINS CORRECT DURING THE 6 MONTH CERTIFICATION PERIOD. PLEASE REMEMBER TO STOP ON THE BUDGET SCREENS EEIE AND EESI TO BE SURE THAT ALL BUDGETS ARE CORRECT PRIOR TO CONFIRMATION.

08 16 03 \*\*\*\*\* ACTP FATAL FOR W-2 CASES HAS BEEN FIXED \*\*\*\*\*

WE HAVE BEEN RECEIVING FATALS FROM AGENCIES THAT HAVE BEEN OCCURRING ON ACTP SINCE AUGUST 4, 2003. THE FIX FOR THESE FATALS HAS NOW BEEN MOVED INTO PRODUCTION. PLEASE GO BACK AND FINISH ACTP ON THOSE CASES. IF YOU STILL ARE EXPERIENCING PROBLEMS, PLEASE REPORT THEM TO THE CALL CENTER.

08 18 03 \*\*\*\*\*ANNUAL FS FPL MASS CHANGE\*\*\*\*\*

THE ANNUAL FS FPL MASS CHANGE WILL OCCUR ON SEPTEMBER 5, 2003. REFERENCE TABLE CHANGES HAVE BEEN MADE IN CARES SO THAT ONGOING CASES WILL USE THE NEW AMOUNTS EFFECTIVE OCTOBER 1, 2003. THESE AMOUNTS ARE FOUND IN CARES TABLE TFST AND TFEP. THE FS MASS CHANGE WILL SELECT ALL FS CASES AND PROCES ELIGIBILITY FOR OCTOBER USING THE NEW REFERENCE TABLE CHANGES AND STANDARDS. IF YOU RUN ELIGIBILITY DETERMINATIONS FOR FS FOR OCTOBER CARES WILL USE THE NEW AMOUNTS. THE OPERATIONS MEMO WILL BE ISSUED IN THE NEAR FUTURE.

08 19 03 \*\*\*\*\* NEW ALERT \*\*\*\*\*

A NEW ALERT, "349 ELIG. NOT DET, AT AA/RUN SFEX" HAS BEEN CREATED TO NOTIFY WORKERS WHEN A CASE DID NOT UPDATE AT ADVERSE ACTION. THESE ARE THE SAME CASES THAT ARE LISTED ON EOS EXCEPTION REPORT #C306. WORKERS MUST RUN SFEX FOR THESE CASES, DETERMINE IF THERE IS AN IMPACT ON BENEFITS, AND ADJUST BENEFIT AMOUNTS ACCORDINGLY.

08 20 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

SCREEN AFWG WAS PUT INTO PRODUCTION A FEW WEEKS AGO. THIS SCREEN WILL BE GENERATED FOR ALL NEW EMPLOYMENT ENTERED ON AFEI. THE SCREEN AUTOMATICALLY CALCULATES AND CONVERTS THE INCOME BASED ON THE PAY FREQUENCY LISTED ON AFEI, AND THE PAY RATE AND HOURS WORKED PER PAY PERIOD LISTED ON AFWG. PLEASE PAY SPECIAL ATTENTION TO THE PAY FREQUENCY ENTERED AND THE HOURS WORKED PER PAY PERIOD AS CARES WILL CONVERT THE INCOME USING 1, 2, 2.15, AND 4.3 ACCORDINGLY. SEE OPS MEMO 03-39 FOR DETAILS.

08 21 03 \*\*\*\*\* REFUGEE PROGRAM RFP \*\*\*\*\*

THE DWD IS ISSUING A RFP FOR THE PURPOSE OF SEEKING AGENCIES TO ADMINISTER REFUGEE PROGRAMS IN 2004. THE DEPARTMENT IS ISSUING THE RFP FOR USE BY ANY INTERESTED PERSONS AND ORGANIZATIONS IN DEVELOPING A PROPOSAL, FOR THE DEPARTMENT'S EVALUATION, TO ADMINISTER REFUGEE PROGRAMS IN WISCONSIN.

THE 2004 REFUGEE SERVICES RFP IS A 62 PAGE MS WORD DOCUMENT AND A MS EXCEL SPREADSHEET ATTACHMENT. PROPOSALS ARE DUE ON OR BEFORE WEDNESDAY, OCTOBER 15, 2003, AT 4:00 P.M. (CENTRAL TIME). GO TO [HTTP://WWW.DWD.STATE.WI.US/DWS/PROGRAMS/REFUGEES/DEFAULT.HTM](http://www.dwd.state.wi.us/dws/programs/refugees/default.htm) TO ACCESS THE RFP (AND ATTACHMENT). QUESTIONS CAN BE DIRECTED TO STEVE ROBERTS AT: [STEVE.ROBERTS@DWD.STATE.WI.US](mailto:STEVE.ROBERTS@DWD.STATE.WI.US).

08 21 03 \*\*\*\*\* CARES GUIDE RELEASE 03-01 \*\*\*\*\*

THE CARES GUIDE HAS TWO NEW CHAPTERS THAT ARE NOW AVAILABLE ONLINE. THE UPDATED MANUAL CAN BE FOUND AT: THE STAFF LOCATION IS (INTRANET):

[HTTP://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://dwdworkweb/dws/manuals/caresguide/pdf/coverpage.pdf)

THE PARTNER LOCATION IS (EXTRANET):

[HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://workweb.dwd.state.wi.us/dws/manuals/caresguide/pdf/coverpage.pdf)

THE FOLLOWING HAVE BEEN REVISED:

- TABLE OF CONTENTS;
- UPDATES;
- SECTION 1, CHAPTER 07 - SPECIAL PROCESSING – PROGRAM SPECIFIC PROCESSES;
- SECTION 1, CHAPTER 10 - DATA EXCHANGE.

08 23 03 \*\*\*\*\* WP CHANGES \*\*\*\*\*

EFFECTIVE 08/25/03 A NEW "WTW PROGRAM TYPE" WILL BE AVAILABLE FOR USE. THIS NEW CODE IS, RT- WI REGIONAL TRAINING PARTNERSHIP.(WRTP) IS MILWAUKEE BASED.

ALSO EFFECTIVE 08/25/03 FOUR NEW WP COMPONENTS HAVE BEEN CREATED AND AVAILABLE FOR MULTI-PROGRAM USE, SEE OPS MEMO 03-50 FOR FULL DEFINITIONS AND USE. CURRENT COMPONENTS HAVE ALSO BEEN CHANGED ON WPCM TO ALLOW FOR OTHER PROGRAMS TO USE (EX. FSET AND CHILDREN FIRST) ANY CLIENT THAT WAS OPEN IN COMPONENT AO - OCCUPATIONAL ASSESSMENT, WAS CLOSED BY CARES IN A BATCH JOB AND REOPENED IN THE NEW OC- OCCUPATIONAL TESTING WITH ALL DATA USED FROM THE PREVIOUS AO COMPONENT THAT WAS OPEN. WORKERS SHOULD CHECK THIS NEW COMPONENT AND ITS "ANTICIPATED END DATE" AND UPDATE IT IF NECESSARY, CARES MADE THIS DATE ON ALL OC COMPONENTS 08/23/03 OR 8/24/03.

08 23 03 \*\*\*\*\* ACWI EDIT PUT BACK INTO PRODUCTION \*\*\*\*\*

A NEW EDIT ON ACWI - BU3: INDIVIDUAL ALREADY OPEN IN A PLACEMENT ON ANOTHER CASE WAS IMPLEMENTED IN PRODUCTION ON JULY 25, 2003. THERE WERE SOME PROBLEMS WITH THE EDIT AND IT WAS REMOVED. EFFECTIVE AUGUST 23, 2003, THE EDIT WILL BE BACK IN PRODUCTION. IF YOU EXPERIENCE PROBLEMS PROCESSING ACWI, PLEASE CONTACT THE CALL CENTER.

08 25 03 \*\*\*\*\* AUGUST FOOD STAMP PROGRAM MOVES \*\*\*\*\*

STARTING AUG 23RD, SFEX HAS BEEN ADDED TO THE PERSON ADD DRIVER FLOW. ELIGIBILITY WILL AUTOMATICALLY BE RUN FOR ALL PROGRAMS WHEN A PERSON IS ADDED TO A CASE. NOTE FOR W-2 CASES: IF AN EXISTING PLACEMENT IS CHANGED ON ACWI AT THE SAME TIME A PERSON IS ADDED TO THE CASE, CARES WILL AUTOMATICALLY RUN ELIGIBILITY FOR THE RECURRING MONTH. BENEFITS SHOULD BE CONFIRMED FOR THE RECURRING MONTH BEFORE RUNNING WITH DATES. THIS PROCESS DIFFERS FROM THE REGULAR PROCESSING FOR ADDING OR CHANGING A PLACEMENT. SPECIFIC INSTRUCTION CAN BE FOUND IN CHAPTER 07 (SPECIAL PROCESSING -PROGRAM SPECIFIC PROCESSING) OF THE CARES GUIDE. THE ADDRESS IS [HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://workweb.dwd.state.wi.us/dws/manuals/caresguide/pdf/coverpage.pdf)

08 25 03 \*\*\*\*\* AUGUST FOOD STAMP PROGRAM MOVES \*\*\*\*\*

AAAQ AND AALQ HAVE BEEN UPDATED TO CORRECTLY PEND OR PASS FS ELIGIBILITY WHEN EITHER A "?" OR AN "O" IS ENTERED. AFSQ HAS BEEN ADDED TO THE ACCH MINI DRIVER FLOW. SHELTER AND UTILITY SCREENS WILL CONTINUE TO BE SCHEDULED IF THERE IS A "Y" ENTERED ON AFSQ FOR THAT EXPENSE.

09 02 03

AQEF EMPLOYER IDENTIFICATION NUMBER QUERY IS NOW AVAILABLE. PLEASE SEE OPS MEMO 03-54 FOR INFORMATION ABOUT THIS NEW SCREEN.

09 03 03 \*\*\*\*\* TRAINING SECTION WEB SITE UPDATED \*\*\*\*\*

THE BPS TRAINING SECTION WEB SITES HAVE BEEN UPDATED FOR SEPTEMBER, 2003. CHECK OUT THE UPDATES AT:

[HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULT.HTM](http://www.dwd.state.wi.us/DESTRIN/TRAINSEC/DEFAULT.HTM)

09 03 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

IT IS VERY IMPORTANT THAT THERE IS A SIGNED FOOD STAMP APPLICATION FORM ON FILE FOR EACH AND EVERY OPEN FOOD STAMP CASE FOR ITS CURRENT CERTIFICATION PERIOD. IF THERE IS NOT A SIGNED CAF FOR THE CURRENT CERTIFICATION PERIOD, QA MUST LOOK AT THE CASE DIFFERENTLY BASED ON FNS REGULATIONS. IT IS IMPORTANT THAT A SIGNED SIGNATURE PAGE EXISTS IN THE FILE, EITHER THAT BE THE CAF OR A BACKUP SIGNATURE PAGE IF YOU ARE UNABLE TO PRINT THE CAF FROM CARES. SEE FORMS HCF 16019 A & B FOR PAPER APPLICATION FORM.

09 10 03 \*\*\*\*\* WIA FUNDING SOURCE CODE ADDED \*\*\*\*\*

A NEW WORK PROGRAM FUNDING SOURCE CODE HAS BEEN ADDED FOR THE WORKFORCE INVESTMENT ACT. THE NEW CODE IS "WIA" AND CAN BE POSTED ON WPCS FOR ACTIVITIES THAT ARE FUNDED BY THE WIA PROGRAM. IN CONNECTION TO THIS CHANGE, THE "JTPA" (JOB TRAINING PARTNERSHIP ACT) FUNDING SOURCE CODE HAS BEEN DELETED.

09 11 03 \*\*\*\*\*LEGISLATIVE AUDIT BUREAU EVALUATION\*\*\*\*\*

THE LEGISLATIVE AUDIT BUREAU (LAB) IS CONDUCTING AN EVALUATION OF MA, BADGERCARE, AND SENIORCARE ELIGIBILITY DETERMINATION AT THE REQUEST OF THE LEGISLATURE. IN THE NEXT SEVERAL WEEKS, YOU MAY BE CONTACTED VIA MAIL BY LAB AND ASKED TO PROVIDE THEM WITH ONE OR MORE CASE FILES FOR THEIR REVIEW. PLEASE ASSIST LAB IN COMPLETING ITS WORK BY PROVIDING ANY FILES THEY MAY REQUEST. IF YOU HAVE QUESTIONS, PLEASE CONTACT LAB AUDIT DIRECTOR PAUL STUIBER AT 608-266-2818.

09 17 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

PLEASE PAY SPECIAL ATTENTION TO THE REVIEW DATES BEING SET BY CARES ON SCREEN AGOR. FS CASES WHERE ALL FOOD UNIT MEMBERS ARE EBD AND NO EARNINGS ARE REPORTED ARE CERTIFIED FOR 12 MONTHS. ALL OTHER FS CASES ARE CERTIFIED FOR 6 MONTHS. FOR EXAMPLE, APPLICATION AND INITIAL CERTIFICATION IS MARCH-AUGUST. THE REVIEW IS DUE IN AUGUST. THE NEW CERTIFICATION PERIOD IS SEPT.- FEB. AND THE NEXT REVIEW IS DUE IN FEB. THE REVIEW DATE ON SCREEN AGOR SHOULD BE 02/29/04 FOR FS. IF THE REVIEW IS STARTED AND CONFIRMED AFTER ADVERSE ACTION IN JULY BUT BEFORE AUGUST 1ST, OR ANOTHER ASSISTANCE GROUP (MA, CC, ETC) IS CONFIRMED PRIOR TO CONFIRMING FS, CARES MAY NOT SET THE CORRECT CERT. PERIOD AND AGOR WILL NEED TO BE CORRECTED.

09 18 03 \*\*\*\*\*IM TRAINING OPPORTUNITY: "FOOD STAMP APPLICATION PROCESSING: ESSENTIAL ELEMENTS OF ELIGIBILITY"\*\*\*\*\*

AS OF SEPTEMBER 15, THIS NEW ON-LINE COURSE HAS BEEN MADE AVAILABLE. THIS COURSE HIGHLIGHTS CERTAIN AREAS WHERE FS ERRORS CONTINUE TO BE FOUND. THE COURSE WILL CONSIST OF THREE DISTANCE BASED PARTS OFFERED BETWEEN NOW AND THE END OF NOVEMBER. THIS TRAINING IS NOT MANDATORY, HOWEVER PARTICIPATION IS STRONGLY ENCOURAGED BY THE DEPARTMENT OF HEALTH AND FAMILY SERVICES. FOR MORE INFORMATION AND TO ACCESS THE COURSE, SEE THE BPS TRAINING WEB SITE AT [HTTP://WWW.DWD.STATE.WI.US/DESTRIN/TRAINSEC/DEFAULTHTM](http://www.dwd.state.wi.us/DESTRIN/TRAINSEC/DEFAULTHTM)

09 19 03 \*\*\*\*\* FOOD STAMP HANDBOOK RELEASE 03-05\*\*\*\*\*

FS HANDBOOK RELEASE 03-05 WAS RELEASED TODAY WITH AN EFFECTIVE DATE OF OCTOBER 1, 2003. TO SEE THE CHANGES, GO TO THE FS HANDBOOK HOMEPAGE AT [HTTP://WWW.DWD.STATE.WI.US/DES\\_FSHBK/HANDBOOK/](http://www.dwd.state.wi.us/DES_FSHBK/HANDBOOK/) THEN CLICK ON THE GREEN SHEETS LINK AND CHOOSE 03-05. IF YOU ARE NOT ALREADY SIGNED UP FOR A DIRECT EMAIL NOTIFICATION FOR FS HANDBOOK RELEASES, GO TO [HTTP://WWW.DHFS.STATE.WI.US/EM/POLICY\\_NOTIFICATION/SIGNUP.HTM](http://www.dhfs.state.wi.us/em/policy_notification/signup.htm), ENTER YOUR EMAIL ADDRESS, PUT A CHECK BY "FOOD STAMPS," AND CLICK ON SUBMIT.

09 22 03 \*\*\*\*\* CALL CENTER CLOSING ON 9/23/03 \*\*\*\*\*

THE CARES INFORMATION AND PROBLEM RESOLUTION CENTER WILL BE CLOSED TUESDAY, SEPTEMBER 23RD FROM 11:00 AM UNTIL WEDNESDAY MORNING AT 7:30. WE WILL BE AT A BUREAU MEETING. IF POSSIBLE, PLEASE HOLD YOUR QUESTIONS UNTIL WEDNESDAY UNTIL WE RE-OPEN. THANKS

09 22 03 \*\*\*\*\* FS APPLICATION PROCESSING QUIZ REMINDERS \*\*\*\*\*

1) PLEASE USE YOUR CARES ID, NOT YOUR NAME, AS THE "STUDENT NAME". THIS WILL MAKE IT EASIER FOR US TO TRACK QUIZ COMPLETION. IF YOU HAVE ALREADY TAKEN THE QUIZ USING YOUR NAME THERE IS NO FURTHER ACTION REQUIRED ON YOUR PART.

2) PLEASE BE AWARE THAT THE ANSWERS TO THE QUIZ HAVE BEEN DETERMINED TO BE CORRECT BY FOOD STAMP ANALYSTS, AND THAT THERE ARE REFERENCES PROVIDED FOR EACH ANSWER. IF THE ANSWERS CONFLICT WITH YOUR CURRENT THOUGHTS PLEASE CONTACT THE CARES INFORMATION AND PROBLEM RESOLUTION CENTER FOR ASSISTANCE AND CLARIFICATION.

09 23 03 \*\*\*\*\* MEDICAID ELIGIBILITY HANDBOOK RELEASE 03-03\*\*\*\*\*

MEDICAID ELIGIBILITY HANDBOOK RELEASE 03-03 WAS RELEASED YESTERDAY WITH AN EFFECTIVE DATE OF SEPTEMBER 22, 2003. TO SEE THE CHANGES, GO TO THE MEDICAID ELIGIBILITY HANDBOOK HOMEPAGE AT [HTTP://WWW.DHFS.STATE.WI.US/EM/MA\\_HANDBOOK/INDEX.HTM](http://www.dhfs.state.wi.us/em/ma_handbook/index.htm) THEN CLICK ON THE BLUE SHEETS LINK AND CHOOSE 03-03. IF YOU ARE NOT ALREADY SIGNED UP FOR A DIRECT EMAIL NOTIFICATION FOR MEDICAID ELIGIBILITY HANDBOOK RELEASES [HTTP://WWW.DHFS.STATE.WI.US/EM/POLICY\\_NOTIFICATION/SIGNUP.HTM](http://www.dhfs.state.wi.us/em/policy_notification/signup.htm), ENTER YOUR EMAIL ADDRESS, PUT A CHECK BY "MEDICAID," AND CLICK ON SUBMIT.

09 25 03 \*\*\*\*\* MEDICAID HANDBOOK RELEASE 03-03 ERRORS\*\*\*\*\*

RELEASE 03-03 OF THE MEDICAID HANDBOOK WAS RETRACTED BECAUSE OF ERRORS FOUND IN THE RELEASE. THE CURRENT VERSION OF THE HANDBOOK IS 03-02. AFTER THE ERRORS ARE CORRECTED, THE 03-03 VERSION WILL BE RE-RELEASED. WHEN YOU GO TO THE WEB PAGE FOR THE HANDBOOK AT [HTTP://WWW.DHFS.STATE.WI.US/EM/MA\\_HANDBOOK/INDEX.HTM](http://www.dhfs.state.wi.us/em/ma_handbook/index.htm) THE CURRENT (03-02) POLICY IS REFLECTED.

09 25 03 \*\*\*\*\* REVISED FSET MANUAL NOW AVAILABLE \*\*\*\*\*

THIS IS TO INFORM ALL USERS THAT THE FSET MANUAL IS UPDATED AND THE REVISED VERSION IS RELEASE 03-01, AND THE EFFECTIVE DATE IS SEPTEMBER 30, 2003. THE MANUAL IS PUBLISHED IN BOTH PDF (FOR PRINTING) AND REGULAR INTERNET PAGES FOR ON-LINE USE. HERE IS THE WEB ADDRESS: [HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/FSET/DEFAULT.HTM](http://www.dwd.state.wi.us/dws/manuals/fset/default.htm)

09 26 03 \*\*\*\*\*NEW SCREENS AGEV AND DXSU\*\*\*\*\*

A NEW EMPLOYMENT VERIFICATION CHECKLIST/EXTENSION(AGEV) SCREEN IS AVAILABLE TODAY. AGEV WILL IDENTIFY WHO HAS OUTSTANDING EMPLOYMENT VERIFICATION DUE, FOR WHAT EMPLOYER AND THE DUE DATE/EXTENSION. AGEV WILL BE CREATED WHEN VERIFICATION IS REQUIRED ON AFEI OR AFWG/AFDE AND SFEX IS RUN. EMPLOYMENT VERIFICATION WILL NO LONGER DISPLAY ON AGVC.

A NEW UCB QUERY SUMMARY SCREEN HAS BEEN CREATED (DXSU). DXSU WILL REPLACE DXQU AND DXQB IN THE DRIVER FLOWS.

PLEASE SEE OPS MEMO 03-61 FOR ALL OF THE UPDATES FOR NEW HIRE AUTO-UPDATE AND UCB ENHANCEMENTS.

09 29 03 \*\*\*\*\* W-2 MANUAL UPDATE \*\*\*\*\*

A NEW CHAPTER HAS BEEN ADDED TO THE ONLINE W-2 MANUAL. CHAPTER 20 NOW CONTAINS POLICIES RELATED TO THE REFUGEE ASSISTANCE PROGRAM (RAP), WHICH CONSISTS OF BOTH THE REFUGEE CASH ASSISTANCE (RCA) AND REFUGEE MEDICAL ASSISTANCE (RMA) PROGRAMS. THE NEW CHAPTER HAS BEEN ADDED TO THE W-2 MANUAL BECAUSE, BY CONTRACT, RAP IS ADMINISTERED BY THE W-2 AGENCIES AND THERE ARE MANY PARALLELS BETWEEN W-2 AND RAP PROGRAM POLICIES. IN ADDITION TO ADDING THE NEW CHAPTER, SEVERAL CHANGES HAVE BEEN MADE TO RAP. PLEASE SEE THE W-2 MANUAL FOR MORE INFORMATION ON THE POLICY CHANGES. THE W-2 MANUAL CAN BE ACCESSED AT [HTTP://WWW.DWD.STATE.WI.US/DWS/MANUALS/DEFAULT.HTM](http://www.dwd.state.wi.us/dws/manuals/default.htm)

09 30 03 \*\*\*\*\* MEDICAID ELIGIBILITY HANDBOOK RELEASE 03-03\*\*\*\*\*

MEDICAID ELIGIBILITY HANDBOOK RELEASE 03-03 WAS RE-RELEASED YESTERDAY WITH AN EFFECTIVE DATE OF SEPTEMBER 22, 2003. ERRORS WERE MADE IN THE ORIGINAL RELEASE AND THEY HAVE BEEN CORRECTED. TO SEE THE CHANGES FOR THIS RELEASE, GO TO THE MEDICAID ELIGIBILITY HANDBOOK HOMEPAGE AT [HTTP://WWW.DHFS.STATE.WI.US/EM/MA\\_HANDBOOK/INDEX.HTM](http://www.dhfs.state.wi.us/em/ma_handbook/index.htm) THEN CLICK ON THE BLUE SHEETS LINK AND CHOOSE 03-03.

10 02 03 \*\*\*\*\* FS APPLICATION PROCESSING TRAINING PART 2\*\*\*\*\*

PART 2 OF THE FS APPLICATION PROCESSING: ESSENTIAL ELEMENTS OF ELIGIBILITY IS NOW AVAILABLE ON THE TRAINING WEBSITE AT [HTTP://WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC](http://www.dwd.state.wi.us/destrain/trainsec) PART 2 IS A PRINTABLE WORKBOOK. PART 1 IS ALSO AVAILABLE AT THE SAME SITE THROUGH OCTOBER 15.

10 03 03 \*\*\*\*\* EMPLOYMENT VERIFICATION DUE DATES \*\*\*\*\*

AGEV WAS INCORRECTLY SETTING A VERIFICATION DUE DATE OF 12/01/03 ON SOME CASES. WE HAVE RESET THE VERIFICATION DUE DATE ON APPROXIMATELY 50 CASES. A LIST OF AFFECTED CASES WILL BE SENT TO THE CARES/POLICY COORDINATORS ON MONDAY. WORKERS SHOULD CHECK THE CASES TO BE SURE THE CORRECT 10/30 DAY VERIFICATION TIME LIMIT IS SET AND THE EMPLOYMENT FORM IS TRIGGERED AND SENT.

10 10 03 \*\*\*\*\* AGEV LOCAL PRINT FUNCTION \*\*\*\*\*

ON 10/13/03 AGENCIES WILL HAVE THE CAPABILITY TO PRINT THE EMPLOYMENT VERIFICATION CHECKLIST. ON AGEV ENTER P (TO PRINT ONLY THE COVER LETTER) OR ENTER A Q (TO PRINT THE COVER LETTER AND FORM) IN THE GEN EMP LTR FIELD. REMINDER THAT AN ENTRY MUST BE MADE IN THIS FIELD TO EITHER TRIGGER THE LETTER/FORM TO BE SENT THROUGH THE MAIL OR PRINTED LOCALLY.

10 13 03 \*\*\*\*\* SSA QUERY NOT AVAILABLE ON MONDAY\*\*\*\*\*

DUE TO A FEDERAL HOLIDAY, THE SSA QUERY THROUGH DXSQ AND DXTQ TRANSACTIONS WILL NOT BE AVAILABLE ON MONDAY, OCTOBER 13. WTPY RESPONSES TO MONDAY'S QUERIES WILL BE A DAY LATE.

10 15 03 \*\*\*\*\*FS PAYMENT ACCURACY BIWEEKLY TIP\*\*\*\*\*

IF A CLIENT REPORTS A CHANGE IN ADDRESS, PLEASE REFER TO OPS MEMO 03-40 REGARDING THE MINI DRIVER FLOW THAT IS INVOKED BY A CHANGE IN ADDRESS ON ACCH. HOWEVER, THE MINI DRIVERS ARE NOT ALL INCLUSIVE AND NOT ALL SCREENS WILL APPEAR WHEN THE DRIVER IS INVOKED. SCREENS WILL ONLY BE SCHEDULED IF INFORMATION WAS PREVIOUSLY ENTERED ON THAT SCREEN FOR THE INDIVIDUAL FOR WHOM THE CHANGE IS BEING MADE. AFSQ WAS ADDED TO THE MINI DRIVER FLOW IN THE EVENT THAT NEW EXPENSE OBLIGATIONS NEED TO BE ENTERED AS THE RESULT OF THE MOVE. REMEMBER TO UPDATE ALL APPROPRIATE SCREENS, I.E. ACCH, AFSQ, AFSC, AFUC, AFTQ AND ANID.

10 20 03 \*\*\*\*\* FS APPLICATION PROCESSING TRAINING \*\*\*\*\*

THE DATES FOR THE AVAILABILITY FOR THE "FS APPLICATION PROCESSING: ESSENTIAL ELEMENTS OF ELIGIBILITY" TRAINING PROGRAM HAVE BEEN FINALIZED, AND THAT THEY ARE DIFFERENT THAN THE "ANTICIPATED AVAILABILITY DATES" INDICATED PREVIOUSLY.

PART 1 -THE QUIA QUIZ - WILL BE AVAILABLE UNTIL FRIDAY OCTOBER 31ST.

PART 2 -THE WORKBOOK - WILL BE AVAILABLE UNTIL FRIDAY NOVEMBER 28TH.

PART 3 -THE AUTHORWARE CBT - WILL NOW BE AVAILABLE BETWEEN MONDAY NOVEMBER 3 AND FRIDAY DECEMBER 12.

10 27 03 \*\*\*\*\* EFAD AUTO DISPLAY FOR FS AGS \*\*\*\*\*

AS OF MONDAY OCTOBER 27TH, EFAD WILL AUTOMATICALLY BE SELECTED TO DISPLAY FROM EEIE ON CASES THAT ARE OPEN FOR OR REQUESTING FOOD STAMPS. TO CONTINUE IN THE DRIVER FLOW FROM EFAD, PRESS ENTER. WORKERS WILL STILL BE ABLE TO ENTER THE "S" ON THE FAR LEFT COLUMN OF EEIE TO DISPLAY ALL BUDGET SCREENS FOR A PROGRAM. FOOD STAMP WORKERS SHOULD CHECK THE BUDGET ON EFAD TO BE SURE CORRECT INCOME, EXPENSES AND HOUSEHOLD SIZE ARE BEING USED TO DETERMINE THE FOOD STAMP BENEFIT BEFORE HITTING 'ENTER' TO CONTINUE IN THE DRIVER FLOW.

10 28 03 \*\*\*\* CARES NOTICES PROCESSED WITHOUT POSTAGE \*\*\*\*

DUE TO AN ERROR AT THE CARES MAIL PROCESSING CENTER, A NUMBER OF CARES NOTICES THAT WERE PROCESSED ON 10-23-03 WERE SENT OUT WITHOUT ANY POSTAGE. THE ENVELOPES WERE STAMPED BY THE POSTAGE METER BUT THE POSTAGE AMOUNT WAS \$0.00. SINCE THE RETURN ADDRESS ON CARES NOTICES ARE DETERMINED BY THE OFFICE OF THE CASE, LOCAL AGENCIES CAN EXPECT TO SEE RETURNED CARES NOTICES. PLEASE RE-MAIL THEM IN ORDER TO PROVIDE PROPER NOTIFICATION TO THE INTENDED RECIPIENTS. WE APOLOGIZE FOR THE INCONVENIENCE.

10 29 03 \*\*\*\*\* FS PAYMENT ACCURACY BIWEEKLY TIP \*\*\*\*\*

IF THE LAST 30 DAYS INCOME IS NOT USED AS VERIFICATION OF INCOME ON AFDE OR AFWG, THEN DOCUMENTATION OF WHY IT IS NOT BEING USED SHOULD BE LISTED AS WELL. THE NEW VERIFICATION CODE USED IS LT FOR LAST 30 DAYS INCOME AND CARES WILL PROMPT YOU IF THE LT IS NOT LISTED. SEE OPS MEMO 03-39 FOR FURTHER DETAILS.

10 31 03 \*\*\*\* FAMILY NEEDS SECTION OF THE BST \*\*\*\*

AS OUTLINED IN OPERATIONS MEMO 03-65, AS OF SATURDAY, NOVEMBER 1, THE BARRIERS SCREENING TOOL (BST) WILL INCLUDE THE NEW FAMILY NEEDS SECTION. SEE THE OPERATIONS MEMO FOR POLICY DETAILS AND FOR FAMILY NEEDS TRAINING MATERIALS.

10 31 03 \*\*\*\*\* W-2 CLOCKS ALERT/NOTICE CHANGE \*\*\*\*\*

EFFECTIVE 10/31/2003, THE CURRENT 20-MONTH ALERT(270) AND NOTICE (CMO3) WILL BE GENERATED AT THE END OF THE 19TH MONTH FOR CSJ, W2T AND TJB CLOCKS, FOR PARTICIPANTS APPROACHING THEIR 24-MONTH TIME LIMIT, A FEP MUST EVALUATE WHETHER A PARTICIPANT MEETS THE EXTENSION CRITERIA AND ENTER THE EXTENSION DECISION IN CARES NO LATER THAN THE 20TH MONTH (W-2 MANUAL

2.3.5.2.1). PROVIDING THE NOTICE AND ALERT

INFORMATION IN THE 19TH MONTH WILL GIVE THE WORKER AND PARTICIPANT MORE NOTICE TO DISCUSS AND PROCESS THE EXTENSION TIMELY. IF THE PARTICIPANT'S LIFETIME CLOCK HAS REACHED 60 MONTHS OR MORE, THE 19TH MONTH AND 23RD MONTH ALERTS AND NOTICES WILL NO LONGER BE CREATED BECAUSE ONLY 60 MONTH EXTENSIONS SHOULD BE PROCESSED AT THAT TIME.

THE REVISED ALERT AND NOTICE WILL NOW DISPLAY AS FOLLOWS:

ALERT 270: W2 CLOCK 19 MNTHS/PROCESS AIVE.

NOTICE CMO3: W2 CLK 19 MO NOTICE. (THERE IS NO CHANGE TO THE ACTUAL TEXT OF THE NOTICE.)

NOTE THAT WHEN YOU VIEW A 270 ALERT OR CMO3 NOTICE CREATED BEFORE 10/31/2003, THE NEW 19-MONTH TEXT WILL DISPLAY EVEN THOUGH THEY WERE CREATED AT 20 MONTHS.

10 31 03 \*\*\*\*\* FS APPLICATION PROCESSING COURSE\*\*\*\*\*

FS APPLICATION PROCESSING: ESSENTIAL ELEMENTS OF ELIGIBILITY COURSE: AS PREVIOUSLY COMMUNICATED, PART 1 OF THIS COURSE -THE QUIA QUIZ- WILL NO LONGER BE AVAILABLE AFTER CLOSE OF BUSINESS ON FRIDAY OCTOBER 31.

PART 2 -THE WORKBOOK- WILL REMAIN AVAILABLE UNTIL FRIDAY NOVEMBER 28.

PART 3 OF THE COURSE -THE AUTHORWARE CBT- WILL BE AVAILABLE ON MONDAY NOVEMBER 3 AT

[HTTP://WWW.DWD.STATE.WI.US/DESTRIN/ONLINE/RNG/FSAP.HTM](http://www.dwd.state.wi.us/destrain/online/rng/fsap.htm)

11 05 03 \*\*\*\*\* PROBLEM WITH SWICA MATCH \*\*\*\*\*

THERE WAS A PROBLEM WITH SOME OF THE SWICA MATCHES RECEIVED WITH THE MATCH DATE OF 10/31/03. IF YOU CREATED/UPDATED AFEI ON/AFTER MAY 1, 2003, YOU MAY HAVE RECEIVED 2ND QUARTER SWICA MATCHES THAT SHOW THE AMOUNT ON DXDW COMPARED TO THE INCOME IN CARES TO BE WITHIN THE \$300 TOLERANCE LEVEL. IF YOU RECEIVED A MATCH LIKE THIS, UPDATE THE DISPOSITION CODE TO NA. HOWEVER, MOST OF THE MATCHES CREATED IN THIS PROCESS WERE CORRECT, AND SHOULD BE ACTED ON. WE WILL CORRECT THIS PRIOR TO THE NEXT SWICA RUN, AND APPRECIATE YOUR PATIENCE. THANK YOU FOR REPORTING THESE TO US SO QUICKLY. FOR MORE INFORMATION ON TOLERANCE LEVELS AND DATA EXCHANGE, PLEASE SEE OPS MEMO 03-23, 03-61 AND THE CARES GUIDE, CHAPTER 10.

11 06 03 \*\*\*\*\* ANNUAL COLA ADJUSTMENT \*\*\*\*\*

IN PREPARATION FOR THE ANNUAL COLA ADJUSTMENT, WE HAVE MADE CHANGES TO THE FOLLOWING CARES REFERENCE TABLES: TMEP, TASP, TCDP AND TSCA. CARES WILL IMMEDIATELY USE THE NEW AMOUNTS WHEN DETERMINING ELIGIBILITY FOR JAN 2004 AND AFTER. CARES WILL CONTINUE TO USE THE OLD AMOUNTS WHEN DETERMINING ELIGIBILITY FOR NOVEMBER AND DECEMBER OF 2003, AS WELL AS ANY MONTHS PRIOR. AN OPS MEMO WILL FOLLOW.

11 08 03 \*\*\*\* CHILD CARE PROVIDER PAYMENTS \*\*\*\*

DUE TO THE OBSERVANCE OF VETERANS' DAY ON TUESDAY, NOVEMBER 11, 2003, CHILD CARE PROVIDER PAYMENTS WILL BE DELAYED. CHECKS WILL BE DATED NOVEMBER 11, PUT IN THE MAIL ON MONDAY, NOVEMBER 10, BUT WILL NOT BE DELIVERED BY THE USPS UNTIL BEGINNING WEDNESDAY, NOVEMBER 12. EFT PAYMENTS WILL NOT BE DEPOSITED OR AVAILABLE UNTIL WEDNESDAY, NOVEMBER 12.

11 19 03 \*\*\*\*\* FS PAYMENT ACCURACY BIWEEKLY TIP \*\*\*\*\*

DEDUCT CHILD SUPPORT FOR FS HOUSEHOLDS THAT PAY COURT ORDERED CHILD SUPPORT TO OR FOR A NONHOUSEHOLD MEMBER. DETERMINE THE DEDUCTION AMOUNT BY EITHER: 1) THE AVERAGE CHILD SUPPORT PAID IN THE PREVIOUS 6 MONTHS OR 2) THE AVERAGE CHILD SUPPORT PAID DURING THE CERTIFICATION PERIOD, BASED ON A RECORD OF PAYMENT. THIS WOULD INCLUDE ANY TAX INTERCEPTS PAID BY THE NCP. SEE FSHB 16.05.00 AND 25.08.



11 21 03 \*\*\*\* BST OVERDUE REPORT CHANGES \*\*\*\*

EFFECTIVE, MONDAY, NOV. 24, THE BST OVERDUE REPORTS WILL REFLECT SOME NEW CHANGES. THE MAJOR CHANGES INCLUDE:

SCREENED DURING W2 EPISODE: IN ORDER FOR A SCREENING RECORD TO MEET THE SCREENING REQUIREMENT, THE SCREEN MUST BE COMPLETED DURING THE W2 EPISODE. THE W2 EPISODE IS DETERMINED BY THE W2 BEGIN AND END DATES ON ACWI. A RECORD IS STILL CONSIDERED COMPLETE WHEN IT HAS A STATUS OF COMPLETE (CP) OR DECLINED TO RESPOND (DR).

W2 SLOT CHANGE FIVE-DAY RULE: WHEN AN INDIVIDUAL CHANGES FROM ONE BST TARGETED PLACEMENT (E.G., W2T) TO ANOTHER BST TARGETED PLACEMENT (E.G., CSJ), AND THERE IS A BREAK BETWEEN THE PLACEMENTS OF 5 DAYS OR LESS, WE WILL USE THE SLOT BEGIN DATE OF THE FIRST PLACEMENT (W2T) TO DETERMINE WHEN THE 30 DAY LIMIT IS REACHED. THIS CHANGE WAS MADE TO PREVENT INDIVIDUALS WHO ARE CURRENTLY OVERDUE FOR SCREENING FROM DROPPING OFF THE OVERDUE LIST IF THEY CHANGE PLACEMENTS WITHIN A FIVE DAY PERIOD. THIS FIVE-DAY RULE WILL ALSO APPLY IN OFFICE TRANSFER SITUATIONS. IF AN INDIVIDUAL IS OVERDUE WHEN THE TRANSFER OCCURS AND IS REPLACED BY A NEW OFFICE, THE INDIVIDUAL WILL CONTINUE TO BE OVERDUE IN THE NEW OFFICE IF THIS NEW PLACEMENT BEGINS WITHIN FIVE DAYS OF THE PREVIOUS PLACEMENT'S END DATE.

THIS FIVE-DAY RULE WILL ALSO AFFECT THE ISSUANCE OF ALERTS. WHEN AN INDIVIDUAL IS REPLACED IN A NEW SLOT WITHIN FIVE DAYS OF THE PREVIOUS SLOT'S END DATE, NO NEW ALERTS WILL BE ISSUED.

11 22 03 \*\*\*\* WORK PROGRAMS - WPFO \*\*\*\*

NEW WORK PROGRAM FIELDS ARE NOW AVAILABLE ON WPFO. ONE ADDITIONAL 'IN COMPONENT CD' FIELD HAS BEEN ADDED, BRINGING THE TOTAL NUMBER OF 'IN COMPONENT CD' FIELDS TO SEVEN. ALSO, FOUR W2 PLACEMENT SLOT CODE FIELDS HAVE BEEN ADDED TO WPFO.

11 22 03 \*\*\*\*\* SFED CHANGES \*\*\*\*\*

ON 11/21 SOME TECHNICAL CHANGES WERE MADE TO STREAMLINE SFU AND EDBC AND MAKE THEM LESS EXPENSIVE TO RUN. FOR THE MOST PART, THESE CHANGES WILL BE TRANSPARENT TO YOU. IF YOU RUN SFED RATHER THAN SFEX, HOWEVER, YOU WILL NOTICE ONE DIFFERENCE. PRIOR TO THIS CHANGE, WHEN RUNNING SFED, YOU WOULD SEE PART. STATUS CODES SET BACK TO EA / EC FOR ALL AGS WHEN YOU RETURNED TO SFCD. NOW THE PARTICIPATION STATUS CODES FROM SFCC WILL BE KEPT FOR FS, CC, CTS AND W-2 AGS WHEN YOU RETURN TO SFCD. THERE ARE TWO EXCEPTIONS TO THIS: FS E THAT IS FAILING FOR INCOME AND CTS THA IS CASCADING. IF EITHER OF THESE AGS EXIST IN A CASE, THE PARTICIPATION STATUS CODES FROM SFCC WILL NOT BE KEPT FOR ANY AG.

11 26 03 \*\*\*\* BST OVERDUE REPORT FOR NEW PLACEMENTS \*\*\*\*

\*\*\*\* PROBLEM FIXED \*\*\*\*

WORKERS WHO ATTEMPTED TO ACCESS THE OVERDUE SCREENING REPORT FOR NEW PLACEMENTS ON MONDAY (11-24) AND TUESDAY MORNING (11-25) MAY HAVE RECEIVED THE MESSAGE THAT NO RESULTS WERE FOUND. THIS MESSAGE WAS PRODUCED IN ERROR. THE CAUSE OF THIS ERROR HAS BEEN FIXED AND WORKERS CAN ONCE AGAIN ACCESS THE REPORT TO GET THEIR OFFICE'S LISTING OF NEW PLACEMENT OVERDUE INDIVIDUALS. WE APOLOGIZE FOR THE INCONVENIENCE THIS MAY HAVE CAUSED.

12 01 03 \*\*\*\*\*DECEMBER ADVERSE ACTION\*\*\*\*\*

THIS IS A REMINDER THAT WITH THE HOLIDAYS THIS MONTH, ADVERSE ACTION WILL BE EARLIER. ADVERSE ACTION FOR DECEMBER IS ON THE 16TH.

12 02 03 \*\*\*\* CARES GUIDE RELEASE 03-02 - PARTIAL RELEASE \*\*\*\*

SECTION 1, APPENDIX 07, VERSION 2 - FATAL ERRORS AND ABENDS HAS BEEN UPDATED TO REFLECT THE UPDATE IN THE TELEPHONE NUMBER OF THE CARES INFORMATION AND PROBLEM SOLUTION CENTER (CARES CALL CENTER). THE UPDATED MANUAL CAN BE FOUND AT:

THE STAFF LOCATION IS (INTRANET):

[HTTP://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://DWDWORKWEB/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF)

THE PARTNER LOCATION IS (EXTRANET):

[HTTP://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF](http://WORKWEB.DWD.STATE.WI.US/DWS/MANUALS/CARESGUIDE/PDF/COVERPAGE.PDF)

12 05 03 \*\*\*\* WPFN - NARROWING YOUR SEARCH \*\*\*\*

DUE TO AN INCREASE IN WPFN SEARCH ABENDS, WE ASK THAT YOU ATTEMPT TO NARROW YOUR WPFN SEARCH TO THE FULLEST EXTENT POSSIBLE. ADDING ADDITIONAL SEARCH CRITERIA ON WPFN CAN NARROW YOUR SEARCH. FOR INSTANCE, RATHER THAN SEARCH BY COUNTY NUMBER, YOU COULD SEARCH BY OFFICE NUMBER, THIS WOULD SERVE TO NARROW THE SEARCH. ALSO, IF YOU ARE SEARCHING BY WP COMPONENT, YOU COULD ADD A PHASE CODE OR COMPONENT END DATE TO THE SEARCH. ADDING A STAFF ID IS ALSO AN EXCELLENT WAY TO NARROW SEARCHES. WE APPRECIATE YOUR ASSISTANCE IN THIS MATTER.

12 05 03 \*\*\*\* CARES AVAILABILITY ON CHRISTMAS EVE \*\*\*\*

\*\*\*\* AND NEW YEAR'S EVE \*\*\*\*

CARES ON-LINE WILL NOT BE AVAILABLE AFTER 5PM ON CHRISTMAS EVE AND NEW YEAR'S EVE.

12 05 03 \*\*\*\*\*NON-BARCODABLE ADDRESSES\*\*\*\*\*

AFTER FINALIST VERIFICATION OF ADDRESSES WAS INSTITUTED, THE NUMBER OF NON-BARCODABLE ADDRESSES WAS CUT IN HALF. FOR THE LAST FOUR MONTHS THAT NUMBER HAS BEEN STEADILY CLIMBING. A MAJORITY OF THE NON-BARCODABLE ADDRESSES HAVE BEEN OVERRIDDEN (PF16) FROM THE CUFV SCREEN. YOU SHOULD NOT HAVE TO OVERRIDE THESE ADDRESSES EXCEPT IN RARE CIRCUMSTANCES. THE GREATEST NUMBERS OF ERRORS ARE IN THE HANDLING OF \*COUNTY ROAD\*, \*STATE ROAD\* AND \*US HIGHWAY\*. IN MOST COUNTIES, THESE DESIGNATIONS SHOULD BE USED JUST AS SHOWN IN THE PREVIOUS SENTENCE. PLEASE REVIEW OPS MEMO 02-62 AND ITS ATTACHMENT FOR FURTHER DISCUSSION OF THIS AND OTHER ADDRESSING CONCERNS.

REFER TO CARES-BI600A-EOM (CO56), THE MONTHLY NON-BAR CODEABLE ADDRESS REPORT. EACH PIECE OF MAIL THAT IS NOT BARCODED COSTS THE STATE AN ADDITIONAL AMOUNT OF POSTAGE. ANOTHER MAJOR PROBLEM IS NOT INCLUDING THE APARTMENT NUMBER OR INCLUDING THE WRONG APARTMENT NUMBER. NOT ONLY DOES THIS CAUSE BARCODING PROBLEMS, BUT THE NOTICES AND QUEST CARDS WILL NOT BE DELIVERED.

12 10 03 \*\*\*\* PERFORMANCE STANDARDS SELF-STUDY MATERIAL \*\*\*\*

PERFORMANCE STANDARDS 2004-05 SELF-STUDY TRAINING MATERIAL IS NOW AVAILABLE. GO TO [WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC](http://WWW.DWD.STATE.WI.US/DESTRAIN/TRAINSEC) . THE MATERIAL IS AVAILABLE FROM THE HOME PAGE OR THE EXPERIENCED WORKER TAB.

12 11 03 \*\*\*\*\*FS APP PROCESSING COURSE \*\*\*\*\*

REMINDER: THE FOOD STAMP APPLICATION PROCESSING ESSENTIAL ELEMENTS OF ELIGIBILITY COURSE WILL BE CLOSING AT THE END OF THE DAY ON FRIDAY, DECEMBER 12. THE COURSE WILL NO LONGER BE AVAILABLE AFTER THAT DATE. CONTACT THERESA FOSBINDER AT FOSBITL@DHFS.STATE.WI.US IF YOU HAVE QUESTIONS ABOUT THIS COURSE.

12 11 03 \*\*\*\*\*JOB OPPORTUNITY\*\*\*\*\*

NOW HIRING - DISTANCE LEARNING DEVELOPER/TRAINER FOR INCOME MAINTENANCE TRAINING PROGRAMS. THIS FULL TIME ACADEMIC STAFF POSITION WILL BE LOCATED IN MADISON. THIS POSITION IS A COLLABORATIVE EFFORT BETWEEN UW OSHKOSH CCDET AND DHFS, WITH UW OSHKOSH AS THE EMPLOYER. APPLICATION MATERIALS ARE DUE BY DECEMBER MESSAGE DESCRIPTION 22, 2003. CONTACT PAM BARTH AT (920)424-0985 OR BARTH@UWOSH.EDU FOR MORE INFORMATION.

12 13 03 \*\*\*\* CHILD CARE RATE MASS CHANGE \*\*\*\*

THE CHILD CARE RATE MASS CHANGE WILL RUN ON 12/27/03. AUTHS EFFECTIVE ON OR AFTER 12/28/03 WILL BE RECALCULATED USING THE 2004 MAXIMUM RATES. AUTH NOTICES WILL BE MAILED TO FAMILIES AND PROVIDERS ON 12/29/03. THE RATE MASS CHANGE WILL RUN THE SAME AS IT DID FOR THE 2003 MAX RATES. FOR MORE INFO, REFER TO OPS MEMO 02-71. THE FAMILY AUTH MASS CHANGE NOTICES CAN BE VIEWED ON CNHS. THE PROVIDER AUTH MASS CHANGE NOTICES CAN ONLY BE VIEWED IN EOS REPORT CN07. THE PROVIDER NOTICES ARE SORTED BY PROVIDER NUMBER. EOS REPORT CN08 SHOWS BY COUNTY HOW MANY AUTHS INCREASED/DECREASED/REMAINED THE SAME.

12 16 03 \*\*\*\*\*CARETAKER SUPPLEMENT (CTS) REMINDER\*\*\*\*\*

MANUAL ACTION MAY OCCUR WHENEVER A CTS OVERPAYMENT MUST BE RECOUPED OR WHEN CTS RETROACTIVE BENEFITS ARE PAID FOLLOWING AN ELIGIBILITY DETERMINATION MADE BY RUNNING WITH DATES IN CARES. WHENEVER YOU TAKE MANUAL ACTION IN A CTS CASE, YOU ARE RESPONSIBLE FOR CREATING AND SENDING A MANUAL NOTICE TO THE CLIENT SPECIFYING THE ACTION TAKEN, DOLLAR AMOUNT INVOLVED, AND MONTHS FOR WHICH ANY PAYMENT/RECOUPMENT IS MADE.

12 16 03 \*\*\*\*\*STATE SSI PROGRAM INFORMATION\*\*\*\*\*

THE STATE SSI PROGRAM RECENTLY COMBINED ITS CUSTOMER SERVICE HELPLINE WITH THE MEDICAID RECIPIENT SERVICES HELPLINE. CALLS TO THE FORMER SSI HELPLINE PHONE/TTY NUMBER, 800-675-0249, ARE NOW TRANSFERRED TO THE RECIPIENT SERVICES PHONE/TTY NUMBER, 800-362-3002. CALLERS ARE ASKED TO LISTEN CAREFULLY TO THE OPTIONS AND SELECT OPTION 3 IF THEIR CALL IS ABOUT STATE SSI CASH BENEFITS. THE TOLL FREE PHONE NUMBER 800-675-0249 WILL BE REMOVED FROM SERVICE BY SPRING 2004. THE LOCAL STATE SSI PHONE NUMBER FOR MADISON CALLERS, 608-221-0148, WILL BE ELIMINATED ON JANUARY 1, 2004.

12 17 03 \*\*\*\*\* FS PAYMENT ACCURACY BIWEEKLY TIP \*\*\*\*\*

THIS IS A REMINDER THAT CERTAIN CHILD SUPPORT EXPENSES ARE NOT ALLOWED OR COUNTED IN THE MONTHLY PAYMENT AMOUNT OF COURT ORDERED SUPPORT PAID BY AN NCP TO A NONHOUSEHOLD MEMBER. DO NOT ALLOW 1) MAINTENANCE, 2) PAYMENTS MADE IN ACCORDANCE WITH A PROPERTY SETTLEMENT, 3) LYING IN COSTS FOR THE BIRTH OF A CHILD, 4) THE ANNUAL CHILD SUPPORT R & D FEE AND 5) AN EMPLOYER'S CHECK WITHHOLDING FEE. ESS WORKERS MAY NEED TO LOOK IN KIDS AT 02, 05, 05 AND CHOOSE EACH CHECK TO SEE HOW IT IS APPLIED OR 02, 05, 06 THAT OUTLINES UNDER EACH COLUMN HOW A PAYMENT IS DISBURSED. PLEASE REFER TO FSHB APPX 16.05.02.

12 18 03 \*\*\*\*\* CHANGES TO DXLI \*\*\*\*\*

A PF KEY HAS BEEN ADDED TO DXLI TO ACCESS AFTQ. ADDITIONALLY, THE FIELD THAT WAS LABELED "RECEIVED DATE" HAS BEEN CLARIFIED AND RENAMED. IT IS NOW LABELED "UPDATED DATE" AND WILL DISPLAY IN THE UPPER RIGHT SIDE OF DXLI, CONSISTENT WITH OTHER CARES SCREENS AND UPDATED DATES.

12 19 03 \*\*\*\*\* CAF ADDENDUM DELAY \*\*\*\*\*

THE ADDENDUM TO THE CAF WILL NOT MOVE INTO PRODUCTION AS ORIGINALLY SCHEDULED. THE NEW EFFECTIVE DATE IS NOW 12/26/03. THE ENGLISH VERSION OF THE NEW ADDENDUM IS NOW AVAILABLE ON THE DWD FORMS REPOSITORY. CONTINUE TO HAND OUT THE ADDENDUM TO CUSTOMERS UNTIL IT IS ADDED TO THE CARES CAF. YOU WILL BE NOTIFIED WHEN THE SPANISH AND HMONG VERSIONS OF THE ADDENDUM ARE AVAILABLE.

12 23 03 \*\*\*\* REMINDER: COMPLETE BST DURING W2 EPISODE \*\*\*\*

JUST A REMINDER THAT IN ORDER FOR A COMPLETED SCREENING RECORD TO MEET THE W2 SCREENING REQUIREMENT, THE SCREENING MUST BE INITIALLY COMPLETED DURING THE W2 EPISODE, WHICH IS DETERMINED BY THE W2 BEGIN AND END DATES ON ACWI. AS THE W-2 SCREENING AND ASSESSMENT POLICY DOCUMENT STATES, THE BST MUST BE COMPLETED WITHIN 30 CALENDAR DAYS AFTER THE INITIAL PLACEMENT OF A PARTICIPANT INTO A W-2 T, CSJ, TRIAL JOB OR CMS PLACEMENT.

12 23 03 \*\*\* BPS REGISTRATION SYSTEM UPGRADE DURING JANUARY \*\*\*

PERIODICALLY DURING THE PROCESS OF INSTALLING AND ACTIVATING ENHANCEMENTS TO THE PATHLORE LEARNING MANAGEMENT REGISTRATION SYSTEM, REGISTRATION CENTER WILL NOT BE AVAILABLE. WE APPRECIATE YOUR PATIENCE DURING THIS PROCESS. FOR FURTHER INFORMATION, PLEASE CALL THE REGISTRATION STAFF AT 920-424-1071 OR EMAIL THEM AT BFSREG@UWOSH.EDU.

12 31 03 \*\*\*\* DWS SECURITY CALL CENTER - LIMITED AVAILABILITY FRIDAY AND MONDAY \*\*\*\*

THE DWS SECURITY CALL CENTER STAFF WILL BE INVOLVED IN UPDATING ACCESS AND SECURITY FOR A NUMBER OF W-2 AGENCIES THAT ARE TRANSITIONING ON JANUARY 1. SINCE THIS IS A LARGE WORKLOAD, WE REQUEST THAT YOU NOT CALL THE SECURITY HELP DESK FOR NON-ESSENTIAL REQUESTS ON JANUARY 2ND AND 5TH. THEY WILL TAKE AND REVIEW MESSAGES, AND RETURN IMPORTANT CALLS, BUT WILL HOLD OTHER WORK FOR SEVERAL DAYS. THANK YOU FOR YOUR PATIENCE.

12 31 03 \*\*\*\*\*REMOVAL OF ALERT 246\*\*\*\*\*

EFFECTIVE 01/01/04 ALERT 246 'CHILD SUPPORT RECVD-SEE IVFI' WILL NO LONGER BE CREATED.



